

? show files; ds

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File 475:Wall Street Journal Abs 1973-2006/May 16
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File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
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Set	Items	Description
S1	706	(RENT? OR RENTING OR RENTAL) (10W) (LAPTOP?? OR NOTEBOOK??)
S2	470	S1 NOT PY>2001
S3	312	RD (unique items)
S4	266	S3 NOT PY>2000
S5	12824584	(RETAIL OR STORE OR CENTER)
S6	28	S4 (S) S5

? save temp

Temp SearchSave "TE244071103" stored

?

for a reception and 14,000 theater style.

The third floor houses all the ballrooms, including the enormous 24,726-square-foot Grand Ballroom Suite, accommodating 3,300 theater style. A bilevel facility on the second and third floors is the round Americas Hall, used for trade shows.

To plan a function, call Online at Hilton Direct at 800-321-3232 or the hotel directly at 212-586-7000.

* Millennium Broadway: This 752-room property, on West 44th Street between Sixth Avenue and Broadway, offers the sophisticated Millennium Conference Center, with its own entrance accessible from the lobby-level elevators and a grand staircase. The five-floor, 100,000-square-foot facility is in a self-contained wing featuring 33 meeting rooms, the largest accommodating 125. The third floor has 5,707 square feet of meeting space divided into 11 rooms, the fourth floor has 5,673 square feet of space in 14 rooms, and the fifth floor has 5,507 square feet of space in eight rooms. The Club Dining floor, with 11,000 square feet of flexible space, is perfect for sit-down functions and trade shows.

Featured are ergonomically designed chairs, tackable wall surfaces, continuous refreshment service, climate-controlled rooms, numerous breakout areas, dedicated meeting professionals to assist with the planning process, an in-house business center, videoconferencing, satellite links, computerized lighting systems and built-in projection screens.

Located between the Millennium Broadway and the Millennium's Premium guest room tower is the historic Hudson Theater, the only showroom in New York that can be booked for business events. Perfect for product presentations and marketing seminars, the theater can accommodate 700 theater-style and 300 for a sit-down dinner. Receptions can be held in the foyer. Another option, Gallery 8, is a 10,850-square-foot loft that can hold 4(X) for a reception and 500 theater style.

The Millennium's five conference packages are commissionable to agents starting at 5 percent. For details, call 800-465-6486. For reservations, call 800-622-5569 or 212-768-4400.

* Sheraton New York Hotel & Towers: This property, on Seventh Avenue at 52nd Street features a self-contained Executive Conference Center covering one expansive level. This 25,000-square-foot facility is used for board meetings and small conferences. It has 12 modern meeting rooms, with flexible configurations for 10 to 75 attendees.

The Executive Conference Center with its own entrance and uniformed conference concierges, has a 22-seat executive boardroom, three break service areas, three offices equipped with computers, faxes and phones, telephone and Internet kiosks with shelf space for laptops, and a full-service business center.

Meeting rooms feature modular tables with ergonomic chairs, audiovisual equipment. ISDN lines, a visual track system, videoconferencing, dataports and built-in projection screens. In addition, the Executive Conference Center has its own designated luncheon venue, called Streeters New York Cafe.

The property has a total of 55,000 square feet of function space, including the Executive Conference Center. For large events up to 2,500, meeting planners can suggest the 14,000-square-foot Imperial Ballroom.

The Sheraton has 1,750 guest rooms, including 350 Corporate Club rooms on eight floors. Guests in Corporate Club rooms receive complimentary breakfast and evening hors d'oeuvres. These rooms feature oversize work desks, ergonomic swivel chairs, dataports, coffeemakers, a daily copy of USA Today, two-line phones with voice mail, and a printer, fax and copier. Nightly rates range from \$389 to \$489 through Dec. 31.

The "Complete Meeting" package costs about \$425 per person, per day, and includes accommodations, meeting room rental, continental breakfast, break service, buffet lunch in Streeters and use of the audiovisual equipment. The room portion is commissionable at 10 percent. The regular

K56flex (Rockwell and the rest of the modem universe)--is that if you get into the mid-30s Kbps range, you're doing pretty well. Get into the low-40s Kbps range and you're having a Good Modem Day indeed.

Second, though V.90 was supposed to end the 56K protocol wars and unite the x2 and K56flex camps under one standard that each ISP would quickly support, there's still a lot of bump Out There about standards. Many ISPs are still in one camp or the other, and they aren't eager to replace their expensive banks of modems or even flash-upgrade them. So whether you can get a 56K connection anywhere depends on the ISP you're using. If you use multiple ISPs, add the complexity of a patchwork of standards among all those nice, convenient, local dial-up numbers.

Third, make sure any V.90 modem you buy has enough memory to let you flash it up to all four standards you need: V.34, K56flex, x2, and V.90. (Make that three, because V.34 is supposed to be included in all V.90 designs.) Many modems force you to drop one standard if you flash to another, because they have too little memory. Space and power constraints make this problem especially nasty in PC Card modems.

Fourth, it ain't the protocol, it's the line quality and more. No matter which modem you use, you're at the mercy of line quality and PBXs or other switches in your signal path that throw in too many analog-to-digital or digital-to-analog flops to let 56K work.

Fifth, forget about hotel rooms. What? Isn't a hotel room the primary base for a road warrior's dial-up access? Yes, it is. And to put it simply, you're not gonna get 56 Kbps--or anything beyond maybe 28 Kbps--in your hotel room, no matter the modem you use, no matter how much platinum clout your frequent-guest card may promise. Those phone lines in your free-upgrade Executive Really Swell Club Floor room run through the hotel's PBX, and it's going to trash 56-Kbps links.

That situation underscores the importance of good-to-great V.34 performance in any V.90 modem you buy for use on the road. And leads to the question: Can I beat the PBX?

A few tricks: If your room has a fax machine and you can get at its phone connection, try that. Many in-room fax machines use separate analog lines that do not run through a PBX. Or try the hotel's Executive **Center**, or whatever it calls its **rent**-by-the-hour computer **center**. Bring your **notebook**, pay the fee to use one of its PCs, then plug into the phone line for that desktop machine. If that doesn't work, see if you can persuade the Executive **Center** manager to let you (briefly!) disconnect the phone line running into its fax machine and plug in your modem.

Or consider using a phone line in a client's offices. Often, pure analog lines are run into conference rooms, and you may be able to Beat the Clock on one of those lines.

Is it all worth the bother? Frankly, not very often. I'll trade the relative comfort of my hotel room, drink at hand, for the awkwardness of hunching over the stale-Danish tray on the credenza in a borrowed conference room any day; a 50 percent faster connection just isn't worth the trouble.

If all this seems pretty discouraging--well, it is discouraging. I don't suggest you shy away from buying a new V.90 PC Card modem; just manage your expectations.

Two more tips: I said I'd found one gem of a V.90 modem--the 3Com Megahertz 3CXEM556B. You can get it with or without a 10-Mbps Ethernet connection. At about \$200 in the modem-only flavor and \$300 in the **combo** edition, it's not cheap, but it's consistently the fastest V.90 modem and the fastest V.34 PC Card device I've ever used.

Second, write down this phone number: 847-262-6000. That's 3Com's bulletin board, with the best free line-quality test I've found. Use Win 95's or Win 98's HyperTerminal program to dial into the BBS, then enter line as your first name and test as your last name. About 90 percent of the

time, the BBS will accurately identify the line you've dialed in on as reliably "56K-able" or not.

Now...hmm...a quick look out the window. Des Moines? Knoxville? Albuquerque, maybe?

V.90 is not magic, and those legendary 56K connections are as elusive as ever.

More on the Web: Join us online and make your voice heard. Talk back to Jim Seymour in our Opinions section. www.pcmag.com/opinions

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PUBLISHER NAME: Ziff-Davis Publishing Company

EVENT NAMES: *390 (Nonmanufacturing technology)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *3661271 (Data Modems)

INDUSTRY NAMES: BUSN (Any type of business); CMPT (Computers and Office Automation)

NAICS CODES: 334418 (Printed Circuit Assembly (Electronic Assembly) Manufacturing)

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...that desktop machine. If that doesn't work, see if you can persuade the Executive **Center** manager to let you (briefly!) disconnect the phone line running into its fax machine and...

6/9,K/8 (Item 5 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05569610 Supplier Number: 48434712 (THIS IS THE FULLTEXT)

Glimpse at Preliminary Memorandum Shows Computer City's Aggressive Plans --

Twice the Stores, Triple Sales

Kenedy, Kristen; Harrington, Mark

Computer Retail Week, pl

April 20, 1998

ISSN: 1066-7598

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 660

TEXT:

Fort Worth, Texas - Targeting 2001 as the year it will overtake CompUSA as the nation's top computer superstore, Computer City SuperCenter has outlined a plan to return to profitability in its 1998 fiscal year. The company also plans to more than double its store-count to 219 units by 2002.

In a preliminary copy of a private-placement memorandum shown to CRW, Computer City paints a rosy picture of its future and lays out an aggressive program for growth. Computer City projects sales will more than triple by December 2002, with strong contributions from corporate, consumer, Internet and service divisions. In the same time frame, the retailer projects net income will soar after past losses. Last year alone, Computer City lost \$16 million on sales of \$1.8 billion.

To achieve the planned gains, Computer City intends to add 120 stores by the end of fiscal 2002, up from 96 total stores at last year's end, the memo said. This includes 21 new stores in fiscal 1998. The retailer will broaden its focus from computer products to encompass a "targeted business

mix" of "new products and higher-margin services, such as training, network integration and system upgrades." The company outlined its new store layout, which includes configure-to-order kiosks, Internet cafes, time rentals, an expanded book and literature center, children's centers, gaming areas and a "value center."

Computer City plans to launch its first electronic-commerce site in June, just months after it unveils its new retail store format in Arlington, Texas. The e-commerce site will be "fairly comprehensive," offering up to 20,000 products online, said Nathan Morton, Computer City's co-chairman and chief executive officer. Computer City is also working to implement electronic software distribution and high-end hardware and software configuration for enterprise-level systems, Morton said.

Computer City opened a facility-Morton calls it the "technology factory"-in Fossil Creek, Texas, that will operate as a fulfillment center for direct orders and provide space for build-to-order and channel assembly work. The facility's new services will coincide with Computer City's planned remodeling project, which will officially kick off in May.

The new stores are intended to be comfortable and inviting, yet provide high-end services for experienced computer users. For example, the new format will feature a service center that offers Internet access, software demonstrations, software rentals, LAN and Internet gaming, services for notebook computer users and training. Customers at the center will be offered juice and coffee, and computer trainers will be available to answer questions and conduct private training sessions. (Computer City will maintain its larger-format training sessions.) A customer-service counter will span the length of the store, housing a customer-configuration center, an OEM parts center, business services and customer support, Morton said.

The changes at Computer City are intended as a step in the evolution of the retail store. In his keynote speech at the Software Publishers Association's spring meeting on March 24, Morton called for a reassessment of traditional industry practices. Among the ideas Morton said he was exploring: destroying on-site software; eliminating price protection in favor of a reduction in the cost of doing business with the retailer; managing the supply chain more efficiently; and placing additional focus on in-store training of sales associates instead of straight detailing services.

Morton, who admitted instituting some practices-such as price protection-that now seem archaic in the computer retail market, said he has been surprised that new techniques for important procedures, such as supply-chain management, have moved forward slowly. "Building a more efficient system will eliminate waste in a low-margin industry," he said.

The memo shown to CRW states that Computer City has restructured its corporate sales efforts and expects them to grow. The retailer plans to increase corporate business by expanding the customer base, reorganizing its corporate sales management and compensation structure, assembling BTO and CTO products, fully automating the account-management process, increasing its assortment of upper-end and private-label products and taking advantage of the "decentralization of corporate purchasing departments."

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PUBLISHER NAME: CMP Publications, Inc.

COMPANY NAMES: *Computer City SuperCenters Inc.

EVENT NAMES: *220 (Strategy & planning)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *5734000 (Computer Stores)

INDUSTRY NAMES: BUSN (Any type of business); CMPT (Computers and Office

Automation); RETL (Retailing)
NAICS CODES: 44312 (Computer and Software Stores)
SPECIAL FEATURES: LOB; COMPANY

... end services for experienced computer users. For example, the new format will feature a service **center** that offers Internet access, software demonstrations, software **rentals**, LAN and Internet gaming, services for **notebook** computer users and training. Customers at the **center** will be offered juice and coffee, and computer trainers will be available to answer questions...

...its larger-format training sessions.) A customer-service counter will span the length of the **store**, housing a customer-configuration **center**, an OEM parts **center**, business services and customer support, Morton said.

The changes at Computer City are intended as...

6/9,K/9 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04705969 Supplier Number: 46927302
OfficeMax plans to add two.
Colorado Springs Business Journal (CO), p2
Nov 29, 1996
ISSN: 0890-2127
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

OfficeMax is to open two more stores within its existing Colorado Springs **store** at 7645 N. Academy Blvd. The two new stores will be FurnitureMax and CopyMax. The FurnitureMax stores will offer a wider selection of office furniture than in standard OfficMax stores, and CopyMax will offer color copying, digital printing, desktop publishing, rsum service, computer rental and laptop docking stations.

COPYRIGHT 1999 Gale Group
PUBLISHER NAME: Colorado Springs Business Journal, Inc
COMPANY NAMES: *OfficeMax Inc.
EVENT NAMES: *440 (Facilities & equipment)
GEOGRAPHIC NAMES: *1U8CO (Colorado)
PRODUCT NAMES: *5943000 (Stationery & Office Supply Stores)
INDUSTRY NAMES: BUSN (Any type of business); REG (Business, Regional)
NAICS CODES: 45321 (Office Supplies and Stationery Stores)
TICKER SYMBOLS: OMX
SPECIAL FEATURES: LOB; COMPANY

ABSTRACT:

OfficeMax is to open two more stores within its existing Colorado Springs **store** at 7645 N. Academy Blvd. The two new stores will be FurnitureMax and CopyMax. The...

...OfficMax stores, and CopyMax will offer color copying, digital printing, desktop publishing, rsum service, computer **rental** and **laptop** docking stations.

6/9,K/10 (Item 7 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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02098570 Supplier Number: 42717370 (THIS IS THE FULLTEXT)

ROOM SERVICE

VARbusiness, p11

Feb, 1992

ISSN: 0894-5802

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 193

TEXT:

Executives staying at the New York Hilton and Towers who find they need personal computers on short notice can now rest easy: A computer is just a phone call away. Hilton guests can simply call down to the concierge or business **center** and rent computers from Apple Computer Inc., Cupertino, Calif., IBM, and Compaq Computer Corp., Houston, through **RENT -A-PC Inc.**, Islandia, N.Y. Guests can rent PCs, notebooks and peripherals. RENT-A-PC handles everything from installation to telephone support. "We have worked with the Hilton on a number of events, conventions and trade-shows," says Robert Mendyk, director of marketing for RENT-A-PC. "We thought it would be advantageous to look at the much larger picture of serving the needs of Hilton customers." Besides providing an innovative service, RENT-A-PC has created a new meaning for the word VAR. "Basically we see ourselves as a value-added remarketer where the value added is service," says Mendyk. RENT-A-PC is working with other hotel chains, notably Marriot Residence Inns, to provide similar services. By the way, if you're staying at the New York Hilton and Towers, an IBM PS/2 Model 50 costs \$125 a day or \$250 a month.

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PUBLISHER NAME: CMP Publications, Inc.

COMPANY NAMES: *Rent-A-PC Inc.

EVENT NAMES: *360 (Services information)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *7394357 (Office & Business Eqp Leasing & Rental)

INDUSTRY NAMES: BUSN (Any type of business); CMPT (Computers and Office Automation)

NAICS CODES: 53242 (Office Machinery and Equipment Rental and Leasing)

SPECIAL FEATURES: COMPANY

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...a phone call away. Hilton guests can simply call down to the concierge or business **center** and rent computers from Apple Computer Inc., Cupertino, Calif., IBM, and Compaq Computer Corp., Houston, through **RENT -A-PC Inc.**, Islandia, N.Y. Guests can **rent** PCs, **notebooks** and peripherals. RENT-A-PC handles everything from installation to telephone support. "We have worked...

6/9,K/11 (Item 8 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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01440117 Supplier Number: 41726396 (THIS IS THE FULLTEXT)

On the phone front Rent-a-phone:

Forbes, p292

Dec 10, 1990

ISSN: 0015-6914

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; General Trade

Word Count: 192

TEXT:

Add cellular phones to the impedimenta you can rent at the airport these days, in addition to laptop computers and fax machines.

Nynex is renting phones in Boston's Logan airport as well as New York's JFK. Cost in the New York area: \$5 a day plus \$1.75 a minute talking time. For more information call 800-537-3154 for Boston and 800-446-8505 for New York.

While renting a phone, you might want to expand your portable office by renting a fax machine or a laptop computer and printer. They are available at Avis airport counters at Logan, O'-Hare in Chicago, Newark International and both National and Dulles in Washington, D.C. They are also available at Trump Shuttle counters in New York, Boston and Washington. Fifteen more airports will be added starting this month. Daily rates: Zenith laptops, both 286 and 386SX models, \$45; Apple Macintosh Portable, \$55; Diconix portable inkjet printer, \$10 (\$20 when rented without a computer); Canon portable fax, \$30. Excel and Lotus spreadsheet software and word processing by Microsoft and WordPerfect come already installed. LapStop also provides a free floppy disk to **store** your data. Call 800-828-8580 for reservations.

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PUBLISHER NAME: Forbes, Inc.

COMPANY NAMES: *NYNEX Corp.

EVENT NAMES: *360 (Services information)

GEOGRAPHIC NAMES: *1USA (United States)

PRODUCT NAMES: *7394357 (Office & Business Eqp Leasing & Rental)

INDUSTRY NAMES: BUS (Business, General); BUSN (Any type of business)

NAICS CODES: 53242 (Office Machinery and Equipment Rental and Leasing)

TICKER SYMBOLS: NYN

SPECIAL FEATURES: COMPANY

... New York.

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6/9,K/12 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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10135045 SUPPLIER NUMBER: 20517393 (THIS IS THE FULL TEXT)

Glimpse at Preliminary Memorandum Shows Computer City's Aggressive Plans --

Twice the Stores, Triple Sales. (Computer City SuperCenter) (Company Business and Marketing)

Kenedy, Kristen; Harrington, Mark

Computer Retail Week, v8, n206, p1(1)

April 20, 1998

ISSN: 1066-7598

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 722

LINE COUNT: 00062

TEXT:

Fort Worth, Texas - Targeting 2001 as the year it will overtake CompUSA as the nation's top computer superstore, Computer City SuperCenter has outlined a plan to return to profitability in its 1998 fiscal year. The company also plans to more than double its store-count to 219 units by 2002.

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To achieve the planned gains, Computer City intends to add 120 stores by the end of fiscal 2002, up from 96 total stores at last year's end, the memo said. This includes 21 new stores in fiscal 1998. The retailer will broaden its focus from computer products to encompass a "targeted business mix" of "new products and higher-margin services, such as training, network integration and system upgrades." The company outlined its new store layout, which includes configure-to-order kiosks, Internet cafes, time rentals, an expanded book and literature center, children's centers, gaming areas and a "value center."

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The new stores are intended to be comfortable and inviting, yet provide high-end services for experienced computer users. For example, the new format will feature a service **center** that offers Internet access, software demonstrations, software **rentals**, LAN and Internet gaming, services for **notebook** computer users and training. Customers at the **center** will be offered juice and coffee, and computer trainers will be available to answer questions and conduct private training sessions. (Computer City will maintain its larger-format training sessions.) A customer-service counter will span the length of the **store**, housing a customer-configuration **center**, an OEM parts **center**, business services and customer support, Morton said.

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Morton, who admitted instituting some practices-such as price protection-that now seem archaic in the computer retail market, said he has been surprised that new techniques for important procedures, such as supply-chain management, have moved forward slowly. "Building a more efficient system will eliminate waste in a low-margin industry," he said.

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COMPANY NAMES: Computer City SuperCenters Inc.--Management
INDUSTRY CODES/NAMES: BUSN Any type of business; CMPT Computers and Office Automation; RETL Retailing
DESCRIPTORS: Computer industry--Growth
PRODUCT/INDUSTRY NAMES: 3573100 (Computers)
SIC CODES: 3571 Electronic computers
FILE SEGMENT: CD File 275

... end services for experienced computer users. For example, the new format will feature a service **center** that offers Internet access, software demonstrations, software **rentals**, LAN and Internet gaming, services for **notebook** computer users and training. Customers at the **center** will be offered juice and coffee, and computer trainers will be available to answer questions...

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The changes at Computer City are intended as...

6/9,K/13 (Item 2 from file: 148)

DIALOG(R) File 148:Gale Group Trade & Industry DB

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08583282 SUPPLIER NUMBER: 18106476 (THIS IS THE FULL TEXT)

Condado Plaza: urban resort with appeal to all markets. (includes a related article) (Caribbean & the Bahamas)

Myers, Gay Nagle

Travel Weekly, v55, n22, pC10(1)

March 18, 1996

ISSN: 0041-2082

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 985

LINE COUNT: 00078

ABSTRACT: The Condado Plaza Hotel & Casino, in Puerto Rico, has seen its ups and downs during the past few decades, but the urban resort is centrally located and offers its guest five star restaurants, a Spanish tower, a new \$5 million pool complex and more. About 75% of its business are guests who return, according to hotel officials. The resort's Plaza Club guests pay \$50 more per night but get free use of a computer and other amenities.

TEXT:

SAN JUAN - It's an urban resort that has the corporate market firmly in hand, keeps the leisure traveler hopping from one activity and facility to the next and packs the convention and group business into its meeting rooms by day and its restaurants by night.

It's five minutes from the historic walls of Old San Juan, 10 minutes from the cruise ship piers and a 20-minute, \$12 ride from the airport.

It pioneered the concierge-level of accommodations when its Plaza Club

debuted 16 years ago, still the standard by which other hotels measure their VIP accommodations.

Yet the history of the Condado Plaza Hotel & Casino, a colossal success story today, is mired in bankruptcy and name changes. Anyone remember the Jeronimo Hilton, the Ponce de Leon or the Helio Isla?

In the fall of 1976, the hotel became the Condado Holiday Inn. Its Holiday Supper Club featured big-time headliners such as Diahann Carroll, Sarah Vaughn, Cab Calloway, Chubby Checker and other entertainers.

In 1978, the Condado Holiday Inn purchased the Flamboyant, a hotel across the street overlooking the Condado Lagoon that closed due to bankruptcy, boosting the Condado's room count from 300 to 580.

An overhead glass-enclosed pedestrian bridge soon linked the two wings and produced the only Condado-area hotel with two waterfront views.

Room rates in those days at the Condado Holiday Inn ranged from \$11 to \$20 per night.

Business boomed, business travelers came once, twice and returned again, which prompted hotel officials to launch the Plaza Club in 1980, a corporate hotel within a hotel with Consuelo MacMurray at its helm as managing director, a position she still holds today.

In 1982, the Holiday Inn name was dropped and the hotel became the Condado Plaza Hotel & Casino. Rates were up to \$100 per room, per night.

A business center followed in 1986, and occupancy zoomed to 86% that year and to 89% in 1995 - levels that remain fairly consistent, according to Ronald J. Dinola, vice president and general manager.

"More than 75% of our clientele represents repeat business," Dinola said. "This hotel is run to please the customer."

And please it does. Comment card recommendations not only are scrutinized but many also become part of the amenity base at the hotel, such as a guest coin laundry on the basement level, guest room writing tables, irons and ironing boards, multiple reading lights with adjustable dimmers, three telephones with dual lines, data ports for computers and fax machines, a message center that includes the hotel channel on television, the message light on the telephone and hand delivery every 15 minutes under the door.

MacMurray pointed out that each guest who does take the time to comment, suggest or even criticize an aspect of the hotel operation gets a phone call or personal note from hotel management.

The Condado completed a multimillion-dollar redecoration of all 580 guest rooms and meeting rooms in 1994, including the 75 rooms and five suites of the two-floor Plaza Club. The guest lounge in the Plaza Club was redecorated last year.

Still to come, according to Dinola, is the main lobby refurbishment.

Amenities for Plaza Club guests, who pay \$50 more per room per night than other guests, range from complimentary breakfast to coffee served all day long, hors d'oeuvres at cocktail hour, coffee and cake at 9 p.m., a turndown service with milk and cookies, a message center separate from the rest of the hotel operation, a small conference center that can accommodate 20, a reference library and rental laptop computers.

Access to the Club's ninth and 10th floors on the Condado Plaza's Ocean Wing is by elevator key. Plaza Club guests check in and check out on the private 10th floor.

MacMurray said that the club lounge is open 24 hours a day, although the bar closes at 4 a.m.

"We do charge for drinks because many of our Plaza Club guests entertain clients in the lounge," she said.

Many of her repeat guests or "regulars" leave behind clothing, golf clubs, tennis racquets and even their medicines which MacMurray stores in her special refrigerator.

Leisure travelers and other segments which constitute the rest of the

Condado bookings have a wide range of hotel facilities and activities at their beck and call.

They include five restaurants, a new \$5 million swimming pool complex complete with a water slide in the shape of a Spanish tower; a toddler pool; a saltwater pool overlooking the ocean and another pool adjacent to the Condado Lagoon; a fitness center; tennis courts; a lagoon for kayaking; a kids' camp; baby-sitting services; nearby golf, fishing and harbor cruises, and a casino.

Entertainment that runs the gamut from poolside themed parties featuring suckling pigs to fashion shows and Latin dancing with live bands is on the daily roster.

Anthony S. Armas, director of sales and marketing, pointed out that the Condado capitalizes on its central location by providing free and frequent scheduled bus service to El Morro castle and Old San Juan for sightseeing, dining and shopping.

The meetings market has 25,000 square feet of meeting and banquet facilities at its disposal, including a meeting room that can accommodate 400 for banquets.

The Condado Plaza and its sister resort, the El San Juan Hotel & Casino, offer guests a deluxe dine-around program. Both properties are members of the San Juan-based Williams Hospitality Group, and purchases at either hotel can be charged to the guest's room.

The MAP dine-around program is priced at \$68 per person, per day. Choices in cuisine include American, Continental, Chinese, Southwestern, Italian and Caribbean.

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SPECIAL FEATURES: illustration; photograph

INDUSTRY CODES/NAMES: TRVL Travel and Hospitality

DESCRIPTORS: Resorts--Management; Tourist industry--Planning; Puerto Rico
--Hotels and motels

PRODUCT/INDUSTRY NAMES: 7011000 (Hotels & Motels); 7010100 (Tourist
Travel)

SIC CODES: 7011 Hotels and motels; 7000 HOTELS AND OTHER LODGING PLACES

FILE SEGMENT: TI File 148

... and cake at 9 p.m., a turndown service with milk and cookies, a message center separate from the rest of the hotel operation, a small conference center that can accommodate 20, a reference library and rental laptop computers.

Access to the Club's ninth and 10th floors on the Condado Plaza's...

6/9,K/15 (Item 4 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
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06135101 SUPPLIER NUMBER: 12614132 (THIS IS THE FULL TEXT)
Security software assists in recovery of stolen laptops. (IDX Technologies'
Computer Owner Protection theft detection system software) (Product
Announcement)

Rooney, Paula

PC Week, v9, n39, p36(1)

Sept 28, 1992

DOCUMENT TYPE: Product Announcement ISSN: 0740-1604 LANGUAGE:

ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 186 LINE COUNT: 00015

TEXT:

A firm that specializes in recovering lost and stolen property has introduced a security product for laptop computers.

COP, a fitting acronym for Computer Owner Protection (COP) software, stamps a unique registration number on the hard drive of a laptop to trace its owner if the machine is misplaced or stolen and recovered by police, according to officials at IDX Technologies Inc., the Setauket, N.Y., maker of the software. Users must register their name and software registration number with the International Computer Recovery Center, which is administered by IDX Technologies.

To generate awareness about COP and the Computer Recovery Center, IDX officials said they are spreading the word among law-enforcement officials, hotels and rental car agencies. However, there is no guarantee that recovered laptops will be reported to the center, they said.

COP is available through a number of retail outlets. A full-featured version, which also includes virus protection, control over user access and property inventory, is priced at \$89. The laptop version of COP costs \$49.

IDX Technologies can be reached at (516) 689-9866.

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COMPANY NAMES: IDX Technologies Inc.--Product introduction
INDUSTRY CODES/NAMES: CMPT Computers and Office Automation
DESCRIPTORS: Security Software--Product introduction; Computer software
industry--Product introduction
SIC CODES: 7372 Prepackaged software
TRADE NAMES: Computer Owner Protection (Systems/data security software)--
Product introduction
FILE SEGMENT: CD File 275

... which is administered by IDX Technologies.

To generate awareness about COP and the Computer Recovery **Center**,
IDX officials said they are spreading the word among law-enforcement
officials, hotels and **rental** car agencies. However, there is no guarantee
that recovered **laptops** will be reported to the **center**, they said.

COP is available through a number of retail outlets. A full-featured
version...

6/9,K/16 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

04882577 SUPPLIER NUMBER: 09194748 (THIS IS THE FULL TEXT)

On the phone front.

McGlinn, Evan

Forbes, v146, n13, p292(1)

Dec 10, 1990

CODEN: FORBA ISSN: 0015-6914 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT

WORD COUNT: 851 LINE COUNT: 00062

TEXT:

Rent-a-phone

Add cellular phones to the impedimenta you can rent at the airport
these days, in addition to laptop computers and fax machines.

Nynex is renting phones in Boston's Logan airport as well as New
York's JFK. Cost in the New York area: \$5 a day plus \$1.75 a minute talking
time. For more information call 800537-3154 for Boston and 800-4468505 for
New York.

While renting a phone, you might want to expand your portable office
by **renting** a fax machine or a laptop computer and printer. They are
available at Avis airport counters at Logan, O'Hare in Chicago, Newark
International and both National and Dulles in Washington, D.C. They are
also available at Trump Shuttle counters in New York, Boston and
Washington. Fifteen more airports will be added starting this month. Daily
rates: Zenith laptops, both 286 and 386SX models, \$45; Apple Macintosh
Portable, \$55; Diconix portable inkjet printer, \$10 (\$20 when rented
without a computer); Canon portable fax, \$30. Excel and Lotus spreadsheet
software and word processing by Microsoft and WordPerfect come already
installed. LapStop also provides a free floppy disk to **store** your data.
Call 800-828-8580 for reservations.

Box offices

Today's office consists of a lot more electronic hardware than a
simple telephone. Now you can buy all the gear you need in a single,
45-pound package. Canon's new Navigator HD40 compact desktop unit houses a
phone, answering machine, fax and copy machines, plus an IBM-compatible
8086 computer and printer. The computer has a 40-megabyte hard disk, a
mouse and a monochrome monitor with a touch-sensitive screen. It comes with
software, including Publish-It!, Q&A and Deluxe-Paint II.

The Navigator, about the size of a breadbox, fits neatly on a desk, so you won't have equipment scattered everywhere. Sold through Canon dealers and Montgomery Ward, its suggested retail price is \$2,495.

Cumulus Corp. of Cleveland also has an electronic office kit that needs only phone lines and an electrical outlet to be up and running. The GLC/SBS has a fax machine and answering machine, as well as two phone lines, so you can carry on a conversation and receive faxes at the same time. The computer is also an IBM compatible, with the powerful 386SX chip, 1 megabyte of RAM, a mouse and a VGA monochrome monitor that can be upgraded to color.

The GLC/SBS sells for just \$1,395 and comes with popular software packages like DOS, Microsoft's Windows and Works and a CompuServe kit. It is available through Sears, ComputerLand and MicroAge stores.

'Allo, 'allo

When British Telecom decided to snap up its image four years ago, it began retiring most of those beloved red telephone call boxes that had become signatures of Britain. Of 66,000 in 1986, only 22,000 remain today. Says Jon Moggridge of British Telecom: "We wanted to replace them with newer ones that have superior features and are more vandalproof."

The Brits' loss can be your gain. Glenn Yurgil, an Illinois architect, bought 49 of the old booths, had them shipped here and is reselling them.

They were certainly made to last. Weighing in at a hefty 1,750 pounds, the booths were made of cast iron and have solid teak doors. Measuring 8 feet high with a base 3 feet by 3 feet, the booths, painted Royal Post Office red, first appeared in London in 1936. Today, says Yurgil, they can make eye-catching phone booths--or be converted into showers, minibars, poolside changing rooms, even fish tanks. Yurgil will restore and remodel to suit new owners' needs. Asking price? From \$1,000 to \$2,500, depending on the age and condition. Shipping is extra. Write: P.O. Box 106, Woodstock, Ill. 60098 or call 815-337-5918.

It's Thomas Cook on the line

You can now make plane and rental car bookings with a touch-tone phone--and never encounter a human voice. With Thomas Cook Express, just punch in some simple codes on the phone's keypad and the service faxes a list of flight options in 90 seconds--barely enough time to hang up and make the trip to the fax machine. Tickets are automatically charged to an individual or corporate credit card, and can be delivered to your office the next day or directly to the airport.

It took FORBES less than five minutes to rent a car and book a round-trip ticket from New York to San Francisco. The system even stores individual preferences--aisle seat, midsize rental car, etc.

If you want to make hotel reservations, Express will transfer you to an agent, but plans to automate hotel reservations are in the works. Express is available anywhere in the U.S. and takes three days to set up for your office. Total cost: just local phone calls in most cases. For more information call 800-545-3575.

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SPECIAL FEATURES: illustration; photograph

COMPANY NAMES: Canon Inc.--Marketing; Thomas Cook Travel Inc.--Services

INDUSTRY CODES/NAMES: BUS Business, General

DESCRIPTORS: Airlines--Reservations; Computerphones--Marketing; Cellular telephones--Leasing and renting

NAMED PERSONS: Yurgil, Glenn--Marketing

SIC CODES: 4512 Air transportation, scheduled

FILE SEGMENT: MI File 47

... New York.

While renting a phone, you might want to expand your portable office

by **renting** a fax machine or a **laptop** computer and printer. They are available at Avis airport counters at Logan, O'Hare in...

...by Microsoft and WordPerfect come already installed. LapStop also provides a free floppy disk to **store** your data. Call 800-828-8580 for reservations.

Box offices

Today's office consists of...

6/9,K/17 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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02129158 SUPPLIER NUMBER: 20098145 (THIS IS THE FULL TEXT)

Talking back, site space for rent. (RADAR) (News Briefs) (Brief Article)

PC/Computing, v11, n1, p55(1)

Jan, 1998

DOCUMENT TYPE: Brief Article

ISSN: 0899-1847

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 231 LINE COUNT: 00020

TEXT:

TALKING BACK, SITE SPACE FOR RENT

What's on the scope? If a blip is near or moving toward the middle of the radar screen, check it out. If it's moving off the screen, steer clear for now.

Closing In

The Millennium: You're still recovering from this New Year's Eve, but the biggest bash of all is just around the corner. Get your tickets now.

Portable DVD: Save the \$4 headset **rental** . **Notebooks** with DVD are coming, giving you an in-flight video **store** . Now if only your batteries would hold up to Albuquerque.

Chitchat: Pitch the mouse. Microsoft recently announced it's hard at work integrating voice recognition into a future release of its operating system.

Flat-Panel PCs: Drop-kick the CRT. New PCs with extra-bright LCD panels are hitting the street, taking up a fraction of the desk space of a regular PC, but costing the same.

On Its Way Out

Standing Alone: New products like Microsoft BackOffice Small Business Server make constructing a network easier than doing your taxes.

www.nopoint.com: What could a floor wax company possibly need a Web site for? They don't know, either. Several big companies are pulling their thin sites.

MSN: Bill's beleaguered content service is now a distant second to the AOL/CompuServe confab. Besides, most of the best content is already on the Web--for free.

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SPECIAL FEATURES: chart; illustration

FILE SEGMENT: CD File 275

... is just around the corner. Get your tickets now.

Portable DVD: Save the \$4 headset **rental** . **Notebooks** with DVD are coming, giving you an in-flight video **store** . Now if only your batteries would hold up to Albuquerque.

Chitchat: Pitch the mouse. Microsoft...

6/9,K/18 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01363830 SUPPLIER NUMBER: 08583224 (THIS IS THE FULL TEXT)
PC Computing's travel guide to 10 U.S. cities. (includes related article on hotels with computer facilities)
PC-Computing, v3, n7, pl21(12)
July, 1990
ISSN: 0899-1847 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 8644 LINE COUNT: 00674

ABSTRACT: A guide to computer facilities, hotels and technology attractions in 10 major US cities is presented. Atlanta has a Mutual of Omaha Business Service Center in its airport and has three major hotels with RJ-11 jacks in all rooms: the Hyatt Regency, Atlanta Marriott Marquis, and Ritz-Carlton Buckhead. It also hosts the Comdex/Spring trade show and features the vast Inforum convention center. Boston has similar airport facilities, three hotels with front-desk fax service, and excellent technology museums, including the Computer Museum. The Boston Computer Society is the largest microcomputer user group in the world. Chicago's O'Hare Airport features fax, photocopying, and secretarial services as well as microcomputer rentals. Hotels, museums, user groups and computer dealers in Dallas, Los Angeles, and Minneapolis/St Paul are also discussed.

TEXT:

PC/Computing's TRAVEL GUIDE To 10 U.S. Cities

Atlanta likes to think of itself as the Silicon Valley of the South; Hayes, Samma, and DCA are headquartered here. The city has also become a proving ground for advanced telecommunications: BellSouth and AT&T have set up a broadband fiber-optic metropolitan area network (MAN) switching system here, and Atlanta is the site of the first Bell-operated e-mail franchise.

GETTING THERE

Hartsfield International Airport, 404-530-6600, the largest passenger terminal complex in the world, is a 20-minute drive south from downtown Atlanta. The robot-like synthesized voice on the interterminal subway that guides passengers and admonishes them to "Stop blocking the door!" was a high-tech wonder when it was installed in 1980, but now seems old-fashioned. A Mutual of Omaha Business Service center, 404-761-0106, in the main terminal near the security checkpoint, has fax-sending capability, phones, and a photocopy machine.

STAYING THERE

The Hyatt Regency, 404-577-1234, in downtown Atlanta near Inforum (see below), has more than 1,200 rooms. Fax anytime at the front desk. More than half the guest rooms have two direct-dial phone lines with RJ-11 jacks. The business center, in the International Tower lobby, offers IBM computer rental as well as printing, word processing, secretarial, fax, and photocopying services. Open Monday through Friday, 8 a.m. to 4:30 p.m.

The Atlanta Marriott Marquis, 404-521-0000, one of the nation's largest hotels with over 1,600 rooms, is located next to Peachtree Center. Fax from the guest-services desk any time. Guest rooms have single-line, direct-dial phones with RJ-11 jacks. The hotel's business center, 404-688-3070, offers fax, photocopying, and secretarial services and rents PCs, printers, and audio/visual equipment. Open Monday through Friday, 7 a.m. to 7 p.m., Saturday, 10 a.m. to 2 p.m., and Sunday, noon to 6 p.m.

The Ritz-Carlton Buckhead, 404-237-2700, in Atlanta's Buckhead section, is near businesses and shops. Fax any time at the front desk. Rooms have single-line, direct-dial telephones with RJ-11 jacks. The hotel's 24-hour business center has two IBM PCs linked to impact printers

and loaded with WordPerfect.

THINGS TO SEE

Inforum, 404-220-2700, in downtown Atlanta, is a new, 1.5-million-square-foot complex with nine floors of showrooms, conference rooms, and meeting space. The showrooms, which are leased to companies such as BellSouth, AT&T, Prodigy, and Canon, let visitors evaluate computer and communications products. The complex's Business World center, 404-880-4104, provides word processing, photocopying, fax, and mail services. Open Monday through Friday, 8:30 a.m. to 5 p.m. Computer System Rentals, 404-222-0123, has IBM PCs available for short-term rental. Open Monday through Friday, 8:30 a.m. to 5 p.m.

SciTrek, The Science and Technology Museum of Atlanta, 404-522-550, was an unused Civic Center exhibition hall until the city donated the building for use as a science museum. It now houses a variety of interactive exhibits. Open daily.

Comdex/Spring, 617-449-6600, a computer industry trade show held each June at the Georgia World Congress Center, is sponsored by the Interface Group. The show, which is open to the public, attracts more than 1,000 exhibits and 60,000 visitors.

FIXES AND FINDS

PCR, Personal Computer Rentals, 404-874-5394, is part of a national computer rental franchise. Delivery, installation, 24-hour support, and pickup are included in the rental price. IBM, Compaq, and Macintosh desktop computers are available, as are Zenith, Epson, Toshiba, Compaq, and NEC laptops. Open Monday through Friday, 8:30 a.m. to 5:30 p.m.

Microcenter: The Computer Department Store, 404-859-1540, in Marietta, about a 30-minute drive from downtown, is a retail computer shop with desktops, laptops, software, printers, computer accessories, and a bookstore. The store's catalog, published bimonthly, includes a listing of local bulletin boards, tips, and user group information. Open Monday through Friday, 9 a.m. to 9 p.m., and Saturday, 9 a.m. to 6 p.m.

Office Depot, 404-261-4111, at Lindbergh Plaza in the Ansley Park section of Atlanta, is a warehouse full of office supplies. Among the selections are Epson computers and a full complement of PC monitors, printers, extension cables, surge suppressors, and other peripherals. Call for a catalog. Open Monday through Friday, 8 a.m. to 9 p.m., Saturday, 9 a.m. to 9 p.m., and Sunday, noon to 6 p.m.

PC ORGANIZATIONS

Atlanta PC Users Group, 404-393-1629, holds meetings on the second Wednesday of each month. Memberships cost \$30 per year and include a monthly newsletter and access to the group's BBS.

Boston is belted by Route 128 (a.k.a. "America's Technology Highway") and a host of high-tech companies that grew up during the 1980s. Kendall Square, in neighboring Cambridge, is the computer mecca of the area, home to the Lotus Development Corporation, the Massachusetts Institute of Technology, and PC/Computing, among others. Lotus started here in 1982, with \$1 million in venture capital and only eight employees.

GETTING THERE

Logan International Airport, 800-23-LOGAN, is just minutes from downtown Boston. A Mutual of Omaha Business Service Center will open this summer on the upper level of Terminal C on the TWA concourse. A public fax machine is located in Terminal A, on the second level of the Eastern Airlines building. The Pan Am Shuttle plans to add a Corporate Jet Business Club in Terminal B this year.

STAYING THERE

The Charles Hotel, 617-864-1200, about a block from Harvard Square, in Cambridge, offers 24-hour fax service at the front desk. All guest rooms on the tenth floor have RJ-11 jacks, with one direct-dial telephone line; ten of the rooms have phones with built-in modems.

The Bostonian, 617-523-3600, sits directly across from Faneuil Hall

in downtown Boston and provides 24-hour fax service at the front desk. The hotel's 152 rooms have single-line, direct-dial telephones but no RJ-11 jacks; you'll have to bring your own adapter to use a modem.

The Ritz-Carlton Hotel, 800-241-3333 or 617-536-5700, overlooks Boston's Public Garden. Fax from the front desk at any time. Phones in all rooms have RJ-11 jacks; guest rooms have one line and suites have two lines.

THINGS TO SEE

The Computer Museum, 617-423-6758, at Museum Wharf on Boston's waterfront, is the only museum in the world that is devoted exclusively to computers. Closed Monday.

The Children's Museum, 617-426-8855, is in the same building as the Computer Museum. A new installation, "The Kids' Bridge," includes interactive multimedia computer games. Open seven days a week in summer, closed Monday except for school holidays during the school year.

The Museum of Science, 617-589-0100, is in Science Park on the Charles River Dam Bridge. The Computer Discovery Space's 21 interactive

computers let visitors steer a train, control a musical keyboard, and program a robot turtle. Closed Monday.

The MIT Museum, 617-253-4444, in Cambridge, features exhibits that illustrate the marriage of art and science and frequently showcases computer-generated art. Call for information on current exhibitions. Closed Monday. Also stop by MIT's Compton Gallery, 617-253-4444, where you can view technical exhibits. From May to September, the gallery will be showing "Microscapes," a collection of 50 photographs that reveal objects as they are seen through electronic microscopes. Closed Sunday.

The Northeast Computer Show, 617-449-6600, open to the public, is aimed at home office and small business computer users. This year's event will be held at Boston's Bayside Exposition Center from October 25 through 27.

FIXES AND FINDS

A PC Computer Rental, 617-542-9855, one block from Faneuil Hall, rents Toshiba laptops, IBM PCs and compatibles, Macintoshes, and HP laser and Epson printers. Open Monday through Friday, 9 a.m. to 5 p.m. Weekend and after-hours delivery and pickup can be arranged.

Rentex Office Equipment, 617-423-5567, near South Station, rents IBM ATs and PS/2s, Compaq386s, Toshiba laptops, a variety of Macintoshes, and Okidata, HP, and IBM printers. Allow a day or two to fill requests. Open Monday through Friday, 9 a.m. to 5 p.m..

The Metroserve Computer Corporation, 617-491-0908, between Kendall and Central squares, in Cambridge, provides 24-hour turnaround time on repairs made to IBM PCs and compatibles and Macintoshes. Open Monday through Friday, 9 a.m. to 6 p.m., and Saturday, 11 a.m. to 3 p.m.

Boston Computer Exchange, 617-542-4414, near Downtown Crossing, keeps a database of worldwide computer sale prices, including those for new and used computers and peripherals. BCE acts as a broker for individual buyers and sellers, determining the buyer's needs, locating suitable equipment, and arranging approval, sale, and transfer of funds. Open Monday through Friday, 9 a.m. to 5:30 p.m.

Quantum Books, 617-494-5042, is a service-oriented technical bookstore in Kendall Square that has one of the widest selections of computer books in the country. Call to receive the quarterly newsletter. Open Monday through Friday, 9 a.m. to 7 p.m., and Saturday, 10 a.m. to 5 p.m.

PC

ORGANIZATIONS

Boston Computer Society, 617-367-8080, is the largest PC users group in the world. It sponsors more than 150 user and special interest group meetings per month across New England and distributes copies of public

domain software and shareware from its extensive library. Memberships: individual within New England, \$40 per year; individual outside New England, \$34 per year; student and senior citizen, \$28 per year.

Chicago gave us deep-dish pizza, Mike Ditka, and unsurpassed architecture. Skidmore, Owings, and Merrill, the renowned architectural firm based here, used a custom-designed AE&S CAD system to design the Sears Tower and AT&T's corporate headquarters. The business center, known as the Loop, is encircled by an elevated train, the El. Many industry giants have offices in the Windy City, and Zenith and Baler have their headquarters here.

GETTING THERE

Chicago O'Hare International Airport, 312-686-2200, is 23 miles northwest of the Loop. The Business Center at O'Hare, 312-686-0400, in the lower level of Terminal 2, provides fax, photocopying, and secretarial services; small conference rooms; and an IBM personal workstation loaded with WordPerfect 5.0, Lotus 1-2-3, PageMaker, and Harvard Graphics, plus HP LaserJet and Toshiba printers. The center rents audio/visual equipment, including cellular phones.

STAYING THERE

The Hotel Nikko, 312-744-1900, just north of the Chicago River, is part of Japan's largest hotel chain. All guest rooms have modular phone jacks. The Executive Business Center, 312-744-1900 x46, on the mezzanine, has IBM PCs with MultiMate, WordPerfect, and 1-2-3; HP LaserJet printers; and photocopying, fax, and telex services. Open Monday through Friday, 8 a.m. to 5:30 p.m. After hours, fax at the front desk. Special requests on the weekend will be accommodated by the guest-relations manager.

The Chicago Hilton and Towers, 312-922-4400, is downtown. Fax service is available at the business center and information counter. All guest rooms have RJ-11 jacks. Tower rooms have two direct-dial telephone lines; most other guest rooms have one. The business center, 312-663-6524, provides IBM ATs loaded with WordPerfect, Professional Write, and Lotus 1-2-3. HP LaserJet and dot matrix printers, audio/visual equipment, and fax, photocopy, secretarial, and dictaphone services are available. A PC for in-room use costs \$50 per day; you provide the software. Open Monday through Friday, 7 a.m. to 6 p.m., and Saturday and Sunday, 8 a.m. to 5 p.m.

THINGS TO SEE

The Museum of Science and Industry, 312-684-1414, is ten minutes south of the Loop. With more than 2,000 exhibits, this is Chicago's most popular attraction. "Calculating to Computing," sponsored by IBM, is a hands-on history of technology from the 1600s to the present. Free admission; fees for some exhibits. Open daily.

The Technology Innovation Center, 708-491-3740, a high-tech incubator at Northwestern University, now supports 30 companies in Evanston, about 12 miles north of the Loop. Support services, consulting and financial assistance, and fully equipped offices help small high-tech businesses develop ideas.

The Chicago Area Computer Show, sponsored by the Chicago Computer Society, is a popular local exhibition held in March. For information, contact Carol Diamond at 708-945-3430.

FIXES AND FINDS

PCR, Personal Computer Rentals, has two locations in the Chicago area, in Northbrook, 708-272-0042, 25 miles north of the city, and in Des Plaines, 708-297-3636, 15 miles west of Chicago. This national company rents IBM PCs and clones; Compaq, Toshiba, and Zenith laptops; Mac Portables; and HP LaserJet and Apple LaserWriter printers. It's wise to give the store 24 hours' advance notice. Open Monday through Friday, 8:30 a.m. to 5 p.m.; weekend delivery is available.

Accu-Tech Computer Service, 708-748-5115, in Matteson, 30 miles south of the city, specializes in repairing desktop IBMs and compatibles.

Equipment dropped off before 5 p.m. can be ready by noon the next day. Open Monday through Friday, 9 a.m. to 5:30 p.m., and Saturday till noon.

Elek-Teck, 708-677-4041, in Lincolnwood, about 10 miles north of the Loop, is a huge computer department store with great discounts, but the store accepts no returns. Open Monday through Friday, 9 a.m. to 8 p.m., Saturday, 10 a.m. to 5 p.m., and Sunday, noon to 5 p.m.

Chicago Computer Exchange, 312-667-5221, in Hyde Park, near the University of Chicago, matches buyers and sellers, takes trade-ins, does upgrades, builds made-to-order IBM clones, and does repairs. Open Monday through Thursday, 10 a.m. to 8 p.m., and Friday and Saturday, 10 a.m. to 5 p.m.

Crest Computer Supplies, 708-982-1030, is in Skokie, about 15 minutes north of the Loop, and is run by Gale Sayers, former Chicago Bears running back. IBM, 3M, NEC, Hewlett-Packard, Okidata, Mitsubishi, and Panasonic supplies are available. Call 800-323-5357 for a catalog. Open Monday through Friday, 8 a.m. to 5 p.m.

PC ORGANIZATIONS

Chicago Computer Society, 312-794-7737, has 3,000 members. A \$40 annual membership includes discounts on educational seminars, access to a 24-hour BBS, and the monthly journal Hard-Copy, which has a three-page listing of members with expertise in specific areas.

Chicago Association for Microcomputer Professionals (CAMP), 708-291-1360, is a regional group for micromanagement professionals. The group sponsors seminars and biannual vendor fairs.

Dallas has been buffeted by the boom-and-bust cycles of the oil industry, but its economy is being recharged by the success of high-tech companies in the area, including Tandy, DacEasy, and Micrografx. The suburban area to the north of the city has been dubbed "Telecom Corridor" because Northern Telecom, Fujitsu, Rockwell, and MCI have located operations there.

GETTING THERE

Dallas/Fort Worth International Airport, 214-574-8888, 18 miles from downtown Dallas, is the nation's largest airport. The Business Communications Center, on the lobby level of the airport Hyatt (across from the American Airlines counter), offers fax and copy services, conference rooms, and an IBM PS/2 with a modem. Bring your own software. Open Monday through Friday, 7 a.m. to 7 p.m.

Love Field, 214-670-6073, nine miles from downtown, services Texas and surrounding states. It has no business center. One credit card-operated fax machine can be found in the upstairs gift shop.

STAYING THERE

The Fairmont Hotel, 214-720-2020, is near Dallas's West End historical area and downtown businesses. Fax from the front desk any time. The 20-year-old hotel has just been renovated, and each guest room is now equipped with two direct-dial phone lines with modular jacks.

The Aristocrat, 214-741-7700, built in 1925, was one of Conrad Hilton's first luxury European-style hotels. The recently renovated hotel specializes in personalized service, with a 24-hour concierge and free parking. Fax service is available at the front desk at all times. Many guest rooms have three direct-dial telephones with RJ-11 jacks. Computer rental and software supplies are available from Businessland in the adjoining building.

The Loews Anatole Hotel, 214-748-1200, is across the street from Infomart. Each guest room has one direct-dial telephone with an RJ-11 jack. The business center, 214-761-7820, in the hotel's atrium, offers photocopying, fax, and secretarial services. The center also rents beepers and speaker phones and can arrange computer and fax machine rentals. Open daily, 7:30 a.m. to 7 p.m. Try the on-site AVW Audio Visual, 214-749-0509, for sound systems, projectors, and other presentation equipment. Open daily, 7 a.m. to 11 p.m.

THINGS TO SEE

Infomart, 214-746-3500, on the Stemmons Freeway, is a technology mall hosting a permanent exhibition of computer products. It also houses more than 100 product demonstration centers, 300,000 square feet of exhibit space, a technology bookstore, a post office, a briefing center, restaurants, theaters, and an office supply store. Open Monday through Friday, 8:30 a.m. to 5 p.m.

The Telephone Pioneer Museum of Texas, 214-464-4359, located downtown at Bell Plaza, exhibits the history of the state's telecommunications pioneers. Displays range from old-fashioned telephones and switching devices to modern fiber-optic and satellite communications. Open Monday through Friday.

The National Museum of Communications, 214-556-1234, is part of the Dallas Communications Complex, located at the corner of Royal Lane and O'Connor Road. Exhibits include "the first PC," an Altair 8800. This circa-1975 machine has no monitor, no keyboard, and a whopping 256 bytes of memory. Also try out Prodigy, which is set up on a machine here for testing. Closed Monday.

FIXES AND FINDS

PCR, Personal Computer Rentals, 214-637-1114, on the city's west side, is part of a national chain. This location serves both Dallas and Fort Worth. The rental fee includes pickup, delivery, installation, and 24-hour technical support. Among the models available are IBM, Compaq, and Apple computers, Hewlett-Packard and Epson printers, Hayes modems, and Toshiba laptops. Also, diskettes, cables, paper, and ribbons can be purchased here. Open Monday through Friday, 8 a.m. to 5:30 p.m.

Direct Computer Super Store, 214-748-3700, in downtown Dallas, is authorized to sell and service AST, Toshiba, Zenith, NEC, Epson, Panasonic, and Hewlett-Packard equipment. The store offers a technical support line (214-343-0800) and sells laptops, desktops, printers, and accessories. Open Monday through Friday, 8 a.m. to 6 p.m.

Soft Warehouse, 214-484-8500, in Addison, about 30 minutes from Dallas, sells IBM-compatible hardware, software, and accessories. Great prices and good selection. Open Monday through Friday, 8:30 a.m. to 5 p.m., Saturday, 9 a.m. to 6 p.m., and Sunday, noon to 5 p.m.

First Saturday Sidewalk Sale, a flea market for computer buffs, is held the first Saturday of each month. Look for it at the intersection of Ross Avenue and the Central Expressway, next to the Electronics Store. The event typically attracts about 1,500 attendees.

PC ORGANIZATIONS

North Texas PC User Group, 214-746-4699, is a nonprofit independent organization for people interested in IBM PCs and compatibles. The group meets twice a month at Infomart to exchange ideas and to meet industry executives. A \$24 annual membership includes a monthly newsletter and BBS access.

Los Angeles is more a collection of suburbs than a city. Ashton-Tate, AST, and ALR are among the computer companies with headquarters in the area. Many PCs earn their keep in the entertainment industry, playing behind the scenes in special-effects blockbusters such as Star Wars and inspiring user groups like the Mickey Macs of Walt Disney Studios. Cal Tech, in nearby Pasadena, is in the forefront of artificial intelligence research. Check out local papers Computer Currents and MicroTimes for BBSs, user groups, and calendars of area events, including the well-attended swap meets that are held almost every weekend.

GETTING THERE

Los Angeles International Airport, 213-646-5252, known as LAX, is the city's major airport. Three Mutual of Omaha Business Service Centers--on the departure levels of Terminal 1, 213-646-4934, Terminal 4, 213-646-2929, and Terminal 7, 213-646-7934--offer travel insurance, foreign exchange, baggage storage, conference rooms, modem-compatible telephone suites,

Federal Express drop-off, fax and photocopying services, and rental of portable fax machines, cellular phones, and pagers.

STAYING THERE

Checkers Hotel, 800-628-4900 or 213-624-0000, is a new hotel in the heart of L.A.'s financial district. Fax at the front desk any time. Each guest room has a single-line direct-dial phone with an RJ-11 jack and a jack for fax machines. Portable fax machines (\$25 per day) and secretarial and courier services are available at the front desk.

The Century Plaza and Tower, 213-277-2000, in Century City, is right around the corner from the Twentieth Century Fox studios. All guest rooms have single-line direct-dial telephones with modular jacks. The business center, 213-551-3366, on the ground level between the tower and the plaza, offers secretarial, photocopying, telex, and fax services. Equipment includes an IBM PS/2 with 5-1/4- and 3-1/2-inch drives, WordStar, Lotus 1-2-3, WordPerfect, and a dot matrix printer. Computer use costs \$10 per hour. The center is open Monday through Friday during business hours.

The Westwood Marquis, 213-208-8765, in Westwood, near UCLA and Beverly Hills, offers 24-hour fax service at the front desk. All guest rooms have two direct-dial, modem-compatible phone lines.

THINGS TO SEE

The California Museum of Science and Industry, 213-744-7400, is in Exposition Park, which houses the Los Angeles Memorial Coliseum, home of the '84 Olympics. The "Communicating Exhibit" shows how communication has advanced from drums to fiber optics. At the "Creative Computer Exhibit," local artists demonstrate the latest computer graphics techniques used in computer art. In the Hall of Economics and Finance, you can try your hand at computerized home electronic banking. At "The Bicycle Company Exhibit," you draw up the plans for a bicycle; a printer delivers your design. In the "Earthquake" exhibit, computer simulation shows how 15- and 30-story buildings react to moderate to large quakes. Admission is free. Open daily, 10 a.m. to 5 p.m.

FIXES AND FINDS

PCR, Personal Computer Rentals, 213-417-3007, has five area locations: Studio City, LAX, Ventura, Huntington Beach, and Riverside. Equipment includes IBMs, Compaqs, Macintoshes, and laptops. Seven-day, 24-hour support is provided for all rentals. Walk-in service is available during business hours, but reservations are suggested. The shops deliver. Open Monday through Friday, 8 a.m. to 5 p.m., and Saturday, 9 a.m. to 5 p.m.

Computer Repair Center, 818-347-7534, in Woodland Hills, 30 minutes from downtown, offers repair service for IBM PCs and compatible computers and printers. For a 40 percent surcharge, 24-hour turn-around is available. Open Monday through Friday, 8 a.m. to 5:30 p.m.

The Writers' Computer Store, 213-479-7774, in West L.A., sells IBM compatibles and Toshiba, Zenith, and Compaq laptops. Technicians will set up hardware with Microsoft Word and a shell that has screenplay, sitcom, stageplay, and novel formatting. The store also sells software for writers. Open Monday through Saturday, 10 a.m. to 6 p.m.

Computer City Super Center, 714-892-0070, 30 minutes from Disneyland, is a 25,000-square-foot computer department store that offers graphics services, a training center, and system leasing and rental. Open Monday through Saturday, 10 a.m. to 7 p.m., and Sunday, noon to 5 p.m.

PC ORGANIZATIONS

UCLA PC Users Group, 213-473-6668, is the largest in Los Angeles, with 900 members. All of the general meetings are open to the public. A \$36 membership fee entitles members to a monthly newsletter, access to a BBS, and admission to special interest group meetings.

North Orange County Computer Club, 714-998-8080, has about 1,000 members who enjoy a monthly newsletter and meeting, and access to a BBS, all of which are included in the \$25 annual fee. NOCC sponsors at least two

swap meets per year; each one draws more than 5,000 attendees.

Minneapolis/St. Paul, home to many mainframe giants, now welcomes PCs, too. Honeywell, Control Data, Cray, 3M, Northgate, and Zeos are all based in the Twin Cities. This area gave us the high-tech Cray supercomputer and that low-tech wonder, 3M's Post-it Note. Check newsstands for Computer User, a free monthly publication that will help you tap local resources.

GETTING THERE

Minneapolis/St. Paul International Airport, 612-726-5555, is the city's major airport. A TeleTicket Business Center, 612-726-9338, on the main terminal's second level, across from United Airlines, has telephone suites with WATS and modem-compatible lines, meeting rooms, an AT&T C linked to a dot matrix printer that works from laptops, and secretarial, photocopying, and fax services. Bring your own software.

STAYING THERE

The Minneapolis Marriott City Center, 612-349-4000, is a popular downtown business hotel connected by the "Skyway" to the City Center shopping complex. Fax any time at the concierge desk. Each guest room has a direct-dial telephone with duplex RJ-11 jacks so that you can receive incoming calls while using your modem.

The Saint Paul Hotel, 612-292-9292, located in downtown St. Paul near the Ordway Theater, is a historic hotel overlooking Rice Park. The front desk offers 24-hour fax service. About 15 of the hotel's 254 rooms have single-line direct-dial telephones with RJ-11 jacks; the rest are being converted. Be sure to request a room with a modem-compatible telephone when you make your reservation.

THINGS TO SEE

The Charles Babbage Institute Archives, 612-624-5050, at the University of Minnesota, houses archives from computing's early days, including product literature, manuals, market research reports, private papers and oral histories of industry notables, and photos of early computers. Admission is free. Open Monday through Friday.

The Pavek Museum, 612-926-8198, located in St. Louis Park, features early radio, electronics, telegraph, and television equipment. Admission to the museum is free, but donations are requested. Closed Sunday and Monday.

The Bakken Library, 612-927-6508, on the west side of Lake Calhoun, in Minneapolis, is a Tudor mansion filled with exhibits depicting the history of electricity and its use in the life sciences. On view is "quack equipment" from turn-of-the-century medical practices. The Schmitt Trigger, developed in 1937 by Otto Schmitt, was designed as a nerve axon simulator; its use of an electronic switch was adapted by pioneering computer engineers in the late 1940s. Guided tours by appointment only.

The Children's Museum, 612-644-3818, located near the Minnesota State Fairgrounds, in St. Paul, features interactive computer displays, including an Apple IIe robot controlled by a joystick or keyboard. Closed Monday.

The Science Museum of Minnesota, 612-221-9488, in St. Paul, runs a Computer Education Center that sponsors a variety of computer-oriented classes. Call 612-221-4722 for a free catalog.

Strictly Business Expo, 612-894-8007, produced by Champion Productions, is held at the Minneapolis Convention Center each May. Almost 600 vendors of office-automation equipment display their wares; the show attracts more than 15,000 PC users.

Amateur Fair, 612-653-9999, sponsored by the North Area Repeater Association, is a computer/ham radio show held each June at the Aldrich Arena in Maplewood. Local vendors exhibit indoors, and a flea market takes place outside. New and used software, hardware, shareware, electronics, and peripherals can be found here.

FIXES AND FINDS

Up/Tech Computer, 612-224-2657, near downtown St. Paul, repairs IBM PCs and compatibles, laptops, and printers. On-site and in-shop service is

available, usually with 24-hour turnaround. Open Monday through Friday, 8 a.m. to 5 p.m.

Use'R Computers, 612-938-1100, in Minnetonka, just east of Minneapolis, rents IBM, Compaq, and Apple computers; Toshiba, NEC, Compaq, and Macintosh portables; HP and Apple laser printers; and plotters and scanners. One-day rentals are available. Open Monday through Friday, 8 a.m. to 5 p.m.

PC Express, 612-861-5555, in Richfield, about 10 minutes from downtown Minneapolis, sells hardware and software for IBM PCs and compatibles. You'll find great prices, but don't expect much in the way of customer service. To order a catalog, call 800-937-1100. Open Monday through Thursday, 8:30 a.m. to 7 p.m., Friday till 5 p.m., and Saturday, 10 a.m. to 4 p.m.

PC ORGANIZATIONS

Twin Cities PC User Group, 612-888-0557, supports 800 members and meets on the second Tuesday of each month. A \$30 annual membership includes BBS access and a monthly 32-page newsletter.

New York City is the home of Wall Street, which lives and dies by its telecommunications system. You can find great deals on consumer electronics and computer products here--especially if you're willing to haggle. Try West 45th Street, known as the old electronics street. It's still lined with small shops, but today many sell computer parts. Be prepared to buy, and be sure you know what you're looking for; the salespeople aren't very helpful.

GETTING THERE

LaGuardia, 718-656-4520, is New York City's domestic airport. The Mutual of Omaha Business Service Center, 718-478-1414, on the second floor of the main terminal between Continental and United airlines, offers Western Union service, baggage storage, foreign currency exchange, telephone suites, and fax service. The Pan Am Shuttle Corporate Jet Business Club, 718-476-4747, in the departure lounge of the Marine Air Terminal, is open to Shuttle passengers. IBM-compatible PCs at the club are loaded with Wang's Freestyle operating system, fax boards, WordPerfect, Microsoft Word, Lotus 1-2-3, Windows, Wang Word Processing, dBASE IV, Excel, PageMaker, and MultiMate Advantage II.

STAYING THERE

The Plaza Hotel, 212-759-3000, is at the southwest corner of Central Park, across the street from F.A.O. Schwarz and a stone's throw from Tiffany's. Fax at the front desk at any time. Portable Murata fax machines for in-room use cost \$30 per day, plus phone expenses. Each room has two direct-dial phone lines with RJ-11 jacks.

The Vista International New York, 212-938-9100, at the World Trade Center, is the only hotel in the Wall Street vicinity. The business center at the plaza level is open Monday through Friday, 8 a.m. to 6 p.m., and offers telex, fax, photocopying, secretarial services, PC rentals, and court stenographers. Fax at the front desk after business center hours. Guest rooms are not equipped with RJ-11 jacks. KVL Audio Visual Services, 212-524-9379, located in the hotel, offers computer rentals; requests should be made at least 2j hours in advance.

The New York Hilton & Towers at Rockefeller Center, 212-586-7000, has more than 2,000 rooms and hosts many conventions. Fax is available at the front desk 24 hours. Also in the lobby is The Wall Street Journal Business Center, 212-586-7000 x3548, with workstations that include computer, printer, and software selections available for \$30 an hour (\$15 minimum) or \$100 a day. Hardware includes IBM and Macintosh Plus computers and HP LaserJet printers. Software includes SmartCom, MultiMate, and Lotus 1-2-3. Open Monday through Thursday, 7:30 a.m. to 6:30 p.m., Friday till 5 p.m.

The United Nations Park Hyatt, 212-355-3400, located at the U.N. Plaza, offers 24-hour fax at the front desk. Rooms have two direct-dial phone lines with RJ-11 jacks. In-room Panasonic fax machines are available

for rent.

THINGS TO SEE

IBM Gallery of Science and Art, 212-745-3500, in the IBM Building, offers the ongoing free exhibit "Think: Innovation at IBM." An exhibit held this summer, "Rediscovering Pompeii," examines the use of computers in archaeology. Closed Sunday and Monday.

AT&T Infoquest Center, 212-605-5555, a Madison Avenue science and technology center, features new-age telecommunications. The first floor is devoted to computer software, the second to microelectronics, the third to fiber optics. Visitors can explore these technologies through 40 interactive computer exhibits, including two robots. Free admission. Closed Monday.

PC Expo, held at the Jacob Javits Convention each June, is sponsored by H. A. Bruno, 800-444-EXPO, and is aimed at corporate buyers of PC products.

FIXES AND FINDS

PCR, Personal Computer Rentals, 212-268-0200, around the corner from Penn Station, offers on-site computer and printer rental (IBM PC, XT, AT, PS/2, Macintosh SE through Mac IIcx, HP LaserJet, Apple LaserWriter) at \$15 per hour for low-end systems, \$25 for high-end. Software provided on these machines includes WordPerfect, MultiMate, Microsoft Word, Ventura Publisher, dBASE, and Lotus 1-2-3. Off-site rentals (minimum one day) of the entire Compaq, IBM, and Apple lines and Toshiba, Compaq, and Zenith laptops are available. Software is provided only with on-site rentals. Open Monday through Friday, 8:30 a.m. to 6:30 p.m., and by appointment.

The Computer Factory Rentals, 212-682-0346, is one block from the U.N. Plaza. IBMs, Compaqs, Macs, Zenith laptops, HP laser printers, Epson printers, and IBM printers are on hand. Open Monday through Friday, 9 a.m. to 5 p.m.

47th St. Computer, 212-398-1410, 212-398-1410, and 212-608-8080, has three Manhattan locations, each with a huge selection and great discounts on hardware and software. Call 800-221-8600 or 212-608-8080 for a catalog. Open Sunday, 10 a.m. to 5 p.m., Monday through Thursday, 9:30 a.m. to 6 p.m., and Friday, 9:30 a.m. to 2 p.m.

J&R Computer World, 212-732-8600, is located near Wall Street and across from New York City Hall. It's a discount store that carries a wide selection of brand-name

hardware, software, and peripherals. Call 800-221-8180 for a catalog. Open Monday through Saturday, 9 a.m. to 6:30 p.m.

Wolff Office Equipment, 212-633-2233, between 5th and 6th avenues, is an authorized dealer of Hewlett-Packard and NEC equipment. Open Monday through Friday, 8:30 a.m. to 5 p.m.

AMatter of Fax, 212-925-6200, is downtown, between Broadway and Church Street, and offers a wide selection of fax and copy machines and supplies. Open Sunday, 10 a.m. to 4 p.m. Monday through Thursday, 10 a.m. to 6 p.m., and Friday, 10 a.m. to 3 p.m.

The Laptop Shop, 212-889-6728, near the Empire State Building, sells laptops (and associated hardware, software, and peripherals) only. The store offers technical support and repairs for all products it sells. Open Monday through Friday, 9 a.m. to 6 p.m.

PC ORGANIZATIONS

New York PC Users Group, 212-533-6972, holds general meetings on the third Wednesday of each month. The annual \$25 dues include subscription to the group's monthly publication.

ACM (Association for Computing Machinery), 212-869-7440, is a national software-oriented association whose corporate and individual members are involved in data processing and computers.

San Francisco is located a scant 40 miles north of Silicon Valley. The City by the Bay has big stakes in finance, law, and tourism. Two local papers worth picking up are Computer Currents and MicroTimes; in them,

you'll find listings of local BBSs (San Francisco is home to more than a hundred) as well as guides to help you track down consultants and services.

GETTING THERE

San Francisco International Airport, 415-761-0800, houses the Mutual of Omaha Business sErvice Center, 415-877-0369, on the upper level of the South terminal, next to Eastern Airlines. The center has the only public fax service in the airport, as well as conference room and phone suite rental, photocopying, and Federal Express drop-off.

STAYING THERE

The Nob Hill Lambourne, 800-BRI-TINN or 800-274-8466, is a hotel with high-tech style. Each of the 20 guest rooms has an IBM PS/2 Model 30 loaded with Lotus 1-2-3, WordPerfect, and an online guide to the hotel's services and the city. The rooms also have Ricoh 20es fax machines and two telephone lines with RJ-11 jacks. The hotel's 24-hour business center is equipped with Mac IIcx and IBM PS/2 computers, PageMaker software, and HP LaserJet and Apple LaserWriter printers.

The Fairmont Hotel & Tower, 415-772-5000, which sits atop Nob Hill, is within walking distance of Union Square and the financial district. Fax at the front desk at any time. All rooms have two phone lines with modem access.

The Mark Hopkins Intercontinental Hotel, 415-392-3434, is within walking distance of Union Square and the financial district. Fax service is available at the front desk 24 hours. The hotel's McCune Business Service Center offers fax, Federal Express drop-off, copiers, printers, and PC and fax rentals on 24-hour notice. Open Monday through Friday, 7 a.m. to 5:30 p.m.

The Westin St. Francis, 415-397-7000, is on Union Square, in the center of the retail district and three blocks from the financial district. Fax at the front desk at any time. Each room has two direct-dial telephone lines with RJ-11 jacks.

THINGS TO SEE

Exploratorium, 415-563-7337, in the Palace of Fine Arts, near the Golden Gate Bridge, has more than 600 interactive exhibits devoted to exploring science, art, and human perception. It's one of San Francisco's most popular attractions. Closed Monday and Tuesday.

California Academy of Sciences, 415-750-7145, in Golden Gate Park, is the state's oldest science museum, housing the Steinhart Aquarium and the Morrison Planetarium. "LIFEmap," an interactive multimedia exhibit, uses sophisticated software and hardware to show the genealogies of species. Open daily.

Lawrence Hall of Science, 415-642-5133, at the University of California, Berkeley, covers all the sciences, using interactive computers in exhibits throughout the museum. Classes are taught each quarter for children and adults. Open daily.

The West Coast Computer Fair, produced by the Interface Group, 617-449-6600, is held at the Moscone Center. The show, which is open to the public, features Apple- and IBM-compatible hardware and software. The 1991 Fair is scheduled for May 20 to June 2.

FIXES AND FINDS

CRC Computer Repair, 415-957-0888, repairs all kinds of hardware (IBMs and compatibles, Apples, printers, and other peripherals) and offers limited software support. Turnaround time is about a day. Inshop repairs cost \$50 an hour; onsite, \$85. Open Monday through Friday, 8 a.m. to 5:30 p.m.

MicroMenders, 415-543-0500, just south of the financial district, repairs IBMs and compatibles and peripherals. Turnaround is about two days if parts are on hand. Inshop rate is \$55 an hour; on-site, \$75. Open Monday through Friday, 8:30 a.m. to 5:30 p.m.

Fry's Electronics, 415-770-3797, in Fremont, an hour south of San Francisco, sells a vast selection of discount computer and video components

and services IBM, IBM-compatible, and Apple equipment. If you're closer to Sunnyvale, try the Fry's outlet there, 408-733-1770. Open Monday through Friday, 8 a.m. to 9 p.m., Saturday, 9 a.m. to 7 p.m., and Sunday, 9 a.m. to 6 p.m. Laser parlors offer self-service desktop publishing facilities. The pioneer establishment is Krishna Copy, 415-986-6161, with several Bay Area locations. Create your pages there on a Macintosh or PC or bring them in on disk. Choose from Linotronic, QMS color, Apple Laser-Writer, or Varityper output. Krishna also offers PC-to-Mac file conversion and scanning services. Prices vary for printing; PC rental is \$12 per hour. Open Monday through Friday, 7:30 a.m. to 8 p.m., and Saturday, 10:30 a.m. to 5 p.m.

PC ORGANIZATIONS

San Francisco PC Users Group, 415-221-9166, holds meetings for its 1,000-plus members on the third Monday of each month. The \$35 individual membership includes e-mail through the group's BBS, admission to meetings, and a monthly newsletter, Bluenotes.

Seattle is a port city known for the shareware and software enterprises that started springing up here and in the surrounding suburbs during the 1980s. Microsoft, Aldus, and Egghead Discount Software are among the companies headquartered in the area. The Puget Sound Computer User, a free local rag, publishes a calendar of computer-related events, BBSs, and area resources.

GETTING THERE

Seattle/Tacoma International Airport, 206-431-4444, known as Sea-Tac, is the city's major airport. The two 24-hour US West Communications Business Centers at Sea-Tac (one in the main terminal and one in the North Satellite terminal) have workspaces equipped with credit-card-operated telephones and single-line RJ-11 jacks, fax machines (sending capability only), and copy machines.

STAYING THERE

The Four Seasons Olympic, 206-621-1700, is a landmark hotel in the heart of downtown Seattle. Fax at the front desk any time. All guest rooms have two direct-dial telephone lines with RJ-11 jacks. The Executive Quarters, 206-467-9378, a business center located on the 12th floor, provides word processing, photocopying, fax, and secretarial services. Open Monday through Friday, 8 a.m. to 5:30 p.m. The Seattle Sheraton, 206-621-9000, is next to the Washington Convention Center and three blocks from downtown Seattle. All guest rooms have single-line telephones with data ports for PCs. A business center on the second floor, x5172, offers fax, secretarial, telex, notary, and photocopying services. The center also sells office supplies and arranges mailing and word processing. It has RJ-11 jacks so that you can use your own computer there. You can also rent an IBM-compatible PC and printer with WordPerfect and Lotus 1-2-3 for \$20 an hour. Open Monday through Friday; 8:30 a.m. to 5:30 p.m.; most services are available via the concierge on weekends.

THINGS TO SEE

The Pacific Science Center, 206-443-2001, near the Space Needle, is a six-building science, mathematics, and technology center that uses interactive computers in several exhibits. In the "Computer Works" exhibit, nostalgia buffs will find computer games from the 1970s. In the "Bodyworks" exhibit, one computer calculates your height/jump ratio and another does facial composites. Open daily.

Desktop Computing Services, 206-543-3630, centered in Parrington Hall at the University of Washington, is a microcomputer and workstation showroom that exhibits about 25 of the latest systems from companies including Zenith, IBM, Apple, NeXT, and DEC. Here, 2,500 commercial software packages can be tested, and thousands of public domain disks are available to copy. The first visit is free. The center also sponsors free classes. Closed Sunday.

The University of Washington Computer Fair, 206-543-0622, held on campus each March, is the biggest computer show in the Pacific Northwest

and is attended by students, corporations, government agencies, and the general public. Admission is free.

The AM Computer Swap Meet, 206-874-8711, held four times a year, in Kent, 12 miles south of Seattle, attracts 85 to 90 vendors and as many as 5,000 visitors. Check local listings for time and date.

FIXES AND FINDS

OZ Computer Rentals, 206-644-3001, in nearby Bellevue, rents IBM, Compaq, and Macintosh computers; Zenith, Toshiba, and Compaq laptops; some Mac portables; HP laser printers; and Apple LaserWriters. Open Monday through Friday, 8 a.m. to 5 p.m.

Disk Drive Repair, 206-575-3181, near the South Center Shopping Mall in Seattle, boasts easy access from the airport and downtown and specializes in floppy and disk drives for IBM PCs, compatibles, and laptops. It also has a data recovery service and does general trouble-shooting. Immediate service is usually possible. If the staff here can't help you, they're happy to recommend other places. Open Monday through Friday, 8 a.m. to 5:30 p.m., and Saturday by appointment.

Egghead Discount Software, 206-391-0800, a software retailer with 193 locations around the country, was founded in Bellevue in 1984. Each store carries about 1,300 titles. David Stern, who devised the Egghead name and logo, also "invented" the smiley face. To order or to find the store nearest you, call 1-800-EGGHEAD.

Ballard Computer, 206-782-8591, is five miles from downtown and four miles from the university. Zero service but great discounts. Open Monday through Saturday, 8 a.m. to 8 p.m., and Sunday, 10 a.m. to 6 p.m.

PC ORGANIZATIONS

Pacific Northwest PC Users Group, 206-562-0155, charges \$20 for annual membership, which includes a newsletter, BBS access, and discounts at some computer outlets.

Washington Software Association, 206-483-3323, a nonprofit trade organization representing software developers, has 200 industry members and 75 individual members. The group runs educational seminars and monthly meetings and publishes a bimonthly newsletter. Individual memberships cost \$75.

Washington, D.C., is host to a computer sub-industry that thrives on the relationship among the Pentagon, lobbyists, and defense contractors, who pour billions of dollars into software R&D and defense technology. Most of these contractors have offices on the periphery of the city just outside the Capital Beltway, a location that has earned them the designation "Beltway Bandits."

GETTING THERE

National Airport, 703-685-8000, in Arlington, Virginia, is four miles from downtown and accessible via D.C.'s graffiti-free Metro subway system. There are two Mutual of Omaha Business Service Centers. The center in the main terminal, 202-979-9453, offers fax and photocopying services, plus a conference room and an IBM-compatible PC and printer available for rental at \$20 per hour. The center in the USAir terminal, 202-979-8445, has no conference room or computer.

Washington Dulles International Airport, 703-471-7838, 29 miles from downtown, houses a Mutual of Omaha Business Service Center, 703-661-8864, on the main level, with photocopying and fax transmission but no computer facilities.

STAYING THERE

Loews L'Enfant Plaza Hotel, 202-484-1000, is within walking distance of all Smithsonian museums and the Mall. Fax from the front desk at any time. All rooms have single-line telephones with RJ-11 jacks; some suites have two lines. The hotel's business center has telex, fax, photocopying, and secretarial services, as well as beeper rental. Open Monday through Friday, 9 a.m. to 5 p.m.; see the concierge for after-hours requests.

The Grand Hyatt, 202-582-1234, is across the street from the

Washington Convention Center, and 24-hour fax service is available at the PBX office behind the front desk; guests can rent speakerphones, cordless phones, and fax machines for in-room use. All rooms have single-line phones with RJ-11 jacks; some have two phone lines.

The Willard Intercontinental Hotel, 202-628-9100, two blocks from the White House, was restored to its original 1901 grandeur and re-opened in 1986, after being closed for 18 years. Fax at the front desk at any time. All rooms have single-line phones with RJ-11 jacks; oval suites have two phone lines.

THINGS TO SEE

National Air and Space Museum, 202-357-2700, part of the Smithsonian Institution, hosts "Beyond the Limit," a permanent exhibit that shows the computer's role in aeronautical research. Open daily.

National Museum of American history, also part of the Smithsonian, opened "Information Age: People, Information, and Technology" in May. The interactive exhibit focuses on how technology has changed people's lives. Open daily.

Federal Office Systems Expo (FOSE), 800-638-8510 or 703-683-8500, sponsored by National Trade Productions and held every March at the Washington Convention Center, covers office information systems. The show is open to the public. The 1991 Expo will run from March 4 through 7.

FIXES AND FINDS

Rent-A-PC, 703-533-0855, in Falls Church, Virginia, rents IBM, Compaq, and Macintosh computers, HP LaserJets, and Zenith laptops. Short-term rentals start at \$100 a day, including support. Delivery, installation, and pickup costs an additional \$50. Open Monday through Friday, 9 a.m. to 5:30 p.m.

Rent-A-Computer, 301-951-0811, in Bethesda, Maryland, offers short-term rentals of IBM, Compaq, and Macintosh computers starting at \$120 a week. For an additional \$25 to \$35 per CPU, the shop will deliver, install, and pick up the equipment. Open Monday through Friday, 8:30 a.m. to 5:30 p.m.

Bohdan Associates, 301-258-2965, in Gaithersburg, Maryland sells and services Compaq, Epson, Hewlett-Packard, Iomega, and Okidata equipment. Next-day service is usually available. Open Monday and Wednesday, 9 a.m. to 7 p.m., Tuesday, Thursday, and Friday, 9 a.m. to 5 p.m., and Saturday, 10 a.m. to 4 p.m.

Advanced Computer Concepts, 703-276-7802, in Arlington, Virginia, repairs IBM-compatible PCs and peripherals. Turnaround is two or three days; the shop will pick up and deliver. In-shop repair is \$45 to \$55 per hour; on-site, \$75. Open Monday through Friday, 10 a.m. to 7 p.m., and Saturday, 10 a.m. to 5 p.m.

Microland, 301-424-7844 (Rockville, Maryland) or 703-528-5900 (Arlington, Virginia), sells and services IBM-compatible computers, peripherals, and software. Open Monday through Friday 9 a.m. to 8 p.m., Saturday 10 a.m. to 6 p.m.

PC ORGANIZATIONS

Capital PC Users Group, 301-762-6775, meets every month at the NIH auditorium in Bethesda, Maryland. Annual membership is \$35; benefits include admission to meetings and seminars; access to a public-domain software library, a BBS, and a help line; discounts; and a monthly newsletter.

Kathleen Richards researched and wrote this guide, with help from Karen Mitchell and Jan Watts.

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DESCRIPTORS: Computer Facilities; Travel Industry; Business Planning;
High Technology

FILE SEGMENT: CD File 275

... and in Des Plaines, 708-297-3636, 15 miles west of Chicago. This national company **rents** IBM PCs and clones; Compaq, Toshiba, and Zenith **laptops** ; Mac Portables; and HP LaserJet and Apple LaserWriter printers. It's wise to give the **store** 24 hours' advance notice. Open Monday through Friday, 8:30 a.m. to 5 p...

6/9,K/19 (Item 1 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
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01528008 Supplier Number: 24233704 (THIS IS THE FULLTEXT)
**Glimpse at Preliminary Memorandum Shows Computer City's Aggressive Plans --
Twice the Stores, Triple Sales**
**(Computer City SuperCenter has outlined plan to return to profitability in
1998 fiscal year; plans to overtake CompUSA as top US computer superstore
by 2001)**
Computer Retail Week, p 1
April 20, 1998
DOCUMENT TYPE: Journal ISSN: 1066-7598 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 650

ABSTRACT:

Targeting 2001 as the year it will overtake CompUSA as the nation's top computer superstore, Computer City SuperCenter has outlined a plan to return to profitability in its 1998 fiscal year. The company also plans to more than double its store-count to 219 units by 2002. In a preliminary copy of a private-placement memorandum, Computer City paints a rosy picture of its future and lays out an aggressive program for growth. Computer City projects sales will more than triple by December 2002, with strong contributions from corporate, consumer, Internet and service divisions. In the same time frame, the retailer projects net income will soar after past losses. In 1997, Computer City lost \$16 mil on sales of \$1.8 bil. To achieve the planned gains, Computer City intends to add 120 stores by the end of fiscal 2002, up from 96 total stores at last year's end. This includes 21 new stores in fiscal 1998. The retailer will broaden its focus from computer products to encompass a "targeted business mix" of "new products and higher-margin services, such as training, network integration and system upgrades." The company's new store layout includes configure-to-order kiosks, Internet cafes, time rentals, an expanded book and literature center, children's centers, gaming areas and a "value center." Computer City plans to launch its first electronic-commerce site in June, just months after it unveils its new retail store format in Arlington, Texas. The full text further discusses the topic.

TEXT:

By: Mark Harrington & Kristen Kenedy

Fort Worth, Texas - Targeting 2001 as the year it will overtake CompUSA as the nation's top computer superstore, Computer City SuperCenter has outlined a plan to return to profitability in its 1998 fiscal year. The company also plans to more than double its store-count to 219 units by 2002.

In a preliminary copy of a private-placement memorandum shown to CRW, Computer City paints a rosy picture of its future and lays out an aggressive program for growth. Computer City projects sales will more than triple by December 2002, with strong contributions from corporate, consumer, Internet and service divisions. In the same time frame, the

retailer projects net income will soar after past losses. Last year alone, Computer City lost \$16 million on sales of \$1.8 billion.

To achieve the planned gains, Computer City intends to add 120 stores by the end of fiscal 2002, up from 96 total stores at last year's end, the memo said. This includes 21 new stores in fiscal 1998. The retailer will broaden its focus from computer products to encompass a "targeted business mix" of "new products and higher-margin services, such as training, network integration and system upgrades." The company outlined its new store layout, which includes configure-to-order kiosks, Internet cafes, time rentals, an expanded book and literature center, children's centers, gaming areas and a "value center."

Computer City plans to launch its first electronic-commerce site in June, just months after it unveils its new retail store format in Arlington, Texas. The e-commerce site will be "fairly comprehensive," offering up to 20,000 products online, said Nathan Morton, Computer City's co-chairman and chief executive officer. Computer City is also working to implement electronic software distribution and high-end hardware and software configuration for enterprise-level systems, Morton said.

Computer City opened a facility-Morton calls it the "technology factory"-in Fossil Creek, Texas, that will operate as a fulfillment center for direct orders and provide space for build-to-order and channel assembly work. The facility's new services will coincide with Computer City's planned remodeling project, which will officially kick off in May.

The new stores are intended to be comfortable and inviting, yet provide high-end services for experienced computer users. For example, the new format will feature a service **center** that offers Internet access, software demonstrations, software **rentals**, LAN and Internet gaming, services for **notebook** computer users and training. Customers at the **center** will be offered juice and coffee, and computer trainers will be available to answer questions and conduct private training sessions. (Computer City will maintain its larger-format training sessions.) A customer-service counter will span the length of the **store**, housing a customer-configuration **center**, an OEM parts **center**, business services and customer support, Morton said.

The changes at Computer City are intended as a step in the evolution of the retail store. In his keynote speech at the Software Publishers Association's spring meeting on March 24, Morton called for a reassessment of traditional industry practices. Among the ideas Morton said he was exploring: destroying on-site software; eliminating price protection in favor of a reduction in the cost of doing business with the retailer; managing the supply chain more efficiently; and placing additional focus on in-store training of sales associates instead of straight detailing services.

Morton, who admitted instituting some practices-such as price protection-that now seem archaic in the computer retail market, said he has been surprised that new techniques for important procedures, such as supply-chain management, have moved forward slowly. "Building a more efficient system will eliminate waste in a low-margin industry," he said.

The memo shown to CRW states that Computer City has restructured its corporate sales efforts and expects them to grow. The retailer plans to increase corporate business by expanding the customer base, reorganizing its corporate sales management and compensation structure, assembling BTO

and CTO products, fully automating the account-management process, increasing its assortment of upper-end and private-label products and taking advantage of the "decentralization of corporate purchasing departments."

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COMPANY NAMES: COMPUTER CITY SUPERCENTERS (FUTURE SHOP LTD)
INDUSTRY NAMES: Computer; Retailing non-food; Software
PRODUCT NAMES: Computer and computer software stores (573400)
CONCEPT TERMS: All company; All market information; Capacity; Corporate strategy; Financial data; Sales
GEOGRAPHIC NAMES: North America (NOAX); United States (USA)

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

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...its larger-format training sessions.) A customer-service counter will span the length of the **store**, housing a customer-configuration **center**, an OEM parts **center**, business services and customer support, Morton said.

The changes at Computer City are intended as...

6/9,K/20 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
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01491669 Supplier Number: 24179361 (THIS IS THE FULLTEXT)

Warsaw Wakes Up

(Tourists visiting Poland totaled 20+ mil people in 1996; over 240,000 Americans visited Poland in 1997, vs 125,000 visitors in 1992)

Travel Agent Europe Supplement, p 4+
February 23, 1998

DOCUMENT TYPE: Journal; Geographic Profile ISSN: 1053-9360 (United States)

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 756

ABSTRACT:

Tourists visiting Poland totaled 20+ mil people in 1996, according to the Warsaw Institute of Tourism. Over 240,000 Americans visited Poland in 1997, vs 125,000 visitors in 1992. The refurbishment of present hotels as well as the building of new ones has been vital to Warsaw's emergence as a major player in european tourism. Holiday Inn revealed intentions to set up a network of 20 hotels in Poland over the next 10 yrs, of which 8 units are scheduled for completion by 2002. The 42-story, 523-room Warsaw Marriott, which began operating in 1989, is a popular luxury hotel. The 364-room Hotel Victoria Inter-Continental, a 20 yr property run by Orbis, is involved in a US\$18 mil renovation. Accor's 252-room Hotel Mercure/Fryderyk Chopin is an upscale property intended for business travelers making up 85% of guests. Meridien Hotels & Resorts recently bought the Bristol Hotel,

which reopened in 1991 following a US\$50 mil renovation. Detail is given to features of various hotels in Warsaw.

TEXT:

Poland's capital attracts business and commercial activity, and is now the focus of a building boom that should help attract more visitors than ever

Poland's capital, as well as its prime business and commercial hub, Warsaw is at the center of the country's burgeoning tourism industry, which has vastly upgraded its infrastructure in the 1990s. While quality, Western-style hotels were few and far between just 10 years ago, the country's economic revival following the ouster of communism in 1989 has fueled a building and renovation boom in Warsaw and other Polish cities.

Statistics compiled by the Warsaw Institute of Tourism reported that more than 20 million tourists visited Poland in 1996. It ranks as the ninth most visited travel destination in the world and the world's 14th greatest earner of tourism revenues. Should this trend continue, tourism may become Poland's leading industry.

photo omitted

While foreign visitors primarily come from such nearby countries as the former Soviet republics and Germany, the number of U.S. arrivals is also on the rise. More than 240,000 Americans visited in 1997, representing a nearly 100 percent increase on the 125,000 U.S. arrivals in 1992.

The refurbishment of existing hotels along with the construction of new ones has been key to Warsaw's emergence as a major player in European tourism. Holiday Inn announced plans to develop a network of 20 hotels in Poland over the next 10 years, eight of which are slated for completion by 2002. Clients planning visits to Warsaw can already select from an inventory of hotels in all market segments, ranging from luxury to budget.

Among top-of-the-line properties offering amenities designed for upscale business and leisure travelers (business travelers currently make up 80 percent of Warsaw's foreign visitors) are the Warsaw Marriott, Hotel Victoria Inter-Continental, Bristol Hotel and Mercure.

* In operation since 1989, the 42-story, 523-room Warsaw Marriott is among the city's most popular luxury hotels. It especially appeals to business travelers, who can partake of a host of special services and amenities, including a full-service, 24-hour business and communications center, offering voice mail, computers, fax machines, E-mail, copiers and secretarial services.

The two Executive Level floors offer upgraded facilities and such special benefits as a private lounge, breakfast and beverages, and concierge services. The hotel is also well equipped for the meetings market, with two spacious ballrooms, a Congress Hall and two additional meeting rooms.

Other amenities include 10 dining outlets, ranging from an Italian restaurant to a Chicago-style steakhouse, and a complete fitness center, which offers sauna and massage. Prices range from \$260 to \$1,200 per room per night. Call 800228-9290 or visit the Web site at (www.marriott.com).

* Another preferred hotel of business travelers--the 364-room Hotel Victoria Inter-Continental, operated by Orbis (see page 20)--is undergoing an 18-month, \$18 million dollar renovation that will restore the luster to

this 20-year-old property. Although the exterior will remain intact, the interior is undergoing a complete makeover, with fresh paint jobs and decor for all guest rooms and hallways, and new marble tiles installed in all the bathrooms. In addition, half the Victoria's 40 suites are being converted to luxury apartments that will be equipped with fax and modem outlets. Prices range from \$154 to \$980 per room per night.

* The 252-room Hotel Mercure/Fryderyk Chopin, which belongs to the international group Accor, is another upscale property designed for the business travelers who comprise 85 percent of its clientele. The Mercure's business **center** includes two small offices for **rent** and offers access to desktop and **laptop** computers with Internet connections, fax machines, copiers, and secretarial and translation services. It also specializes in hosting conferences, seminars and banquets. Prices range from \$180 to \$255 per room per night.

* The renowned Bristol Hotel, which reopened in 1991 after a \$50 million renovation, was acquired earlier this year by Meridien Hotels and Resorts. One of the most luxurious hotels in Poland, the Bristol is a member of Leading Hotels of the World. Prices at the Bristol range from \$280 to \$1,140 per room per night; call 800-223-6800.

* Among the city's moderately priced hotels is the centrally located Dom Chlopa Hotel. The hotel recently completed a three-year facelift that included new furniture in every room and a spacious new lobby. The quality of service has also been improved. For example, due to the increase in international visitors, bilingual personnel have been added to the reception and information desks.

Other Warsaw properties include the Sheraton Warsaw Hotel & Towers, ranging from \$245 to \$800 the Orbis Forum, priced at \$130 to \$227 and the Holiday Inn Warszawa, running from \$198 to \$323

--By Jonathan Siskin

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COMPANY NAMES: ACCOR SA; HOLIDAY HOSPITALITY CORP; MERIDIEN HOTELS INC;
ORBIS CO INC

INDUSTRY NAMES: Travel & leisure

PRODUCT NAMES: Hotels and motels (701000); International trade data
(983100)

CONCEPT TERMS: All company; All market information; Capacity; Capital
expenditures; Mergers, acquisitions & divestitures; Users

GEOGRAPHIC NAMES: Eastern Europe (EAEX); North America (NOAX); Poland
(POL); United States (USA)

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...for the business travelers who comprise 85 percent of its clientele. The Mercure's business **center** includes two small offices for **rent** and offers access to desktop and **laptop** computers with Internet connections, fax machines, copiers, and secretarial and translation services. It also specializes...

6/9,K/21 (Item 3 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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01124131 Supplier Number: 23705212

OREGON'S BIT-BY-BIT COMPUTER RENTALS TARGETS NATIONAL MARKETS

(Bit-By-Bit Computer Rentals plans to open stores in 25 major US markets and pursue smaller markets thereafter)

Register-Guard , p N/A

November 14, 1996

DOCUMENT TYPE: Regional Newspaper ISSN: 0739-8557 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 978

ABSTRACT:

Bit-By-Bit Computer Rentals (Eugene, OR) plans to open stores in 25 major US markets and pursue smaller markets thereafter. It has grown to 14 sites and 100 employees today. The firm plans to open a store in Boston, MA, on Dec. 1, 1996, followed by stores in Washington, DC, and Houston, TX, in 1997. It is currently constructing an 11,800 sq-ft, \$650,000 head office/store front/warehouse in Eugene that is nearly double the combined size of the firm's three existing facilities in the city. Construction is expected to be finished in March 1997. Bit-By-Bit rents a variety of computer equipment from complete work stations to portable notebooks. It serves mostly medium to large businesses and fills the short-term needs of its customers. By comparison, rivals and national firms AT&T Capital Corp., Electro Rent Corp. and GE Capital Computer Rental Services tend to focus on Fortune 1000 firms and long-term leases. Bit-By-Bit may seek investors through a public stock offering. Red Chips Review predicted that the highly-fragmented computer rental industry will expand in 1996 and continue consolidating. Article provides other background information on the firm, its rivals and equipment rentals.

TEXT:

Byline: Sherri Buri Nov. 14--The last thing Beth Daniels, Percon Inc.'s marketing manager, wants to worry about at an industry trade show in a faraway city is whether her computer system will work. She says she didn't fret last May during a show in Chicago for manufacturers of bar code scanner devices. She rented her equipment from Eugene-based Bit-By-Bit Computer Rentals. Bit-by-Bit's Chicago **store** delivered the gear on a Saturday, called Daniels' hotel to make sure she had received it, checked in during the show, and picked up the equipment on the final day. "I haven't ever had anyone check on me as much as they did this spring," said Daniels, a Eugene resident. Founded in 1983, Bit-by-Bit has grown to 14 locations and 100 employees. And the company, which **rents** everything from portable **notebooks** to complete work stations, isn't easing up. It plans to debut a **store** in Boston on Dec. 1, followed next year by stores in Washington, D.C., Detroit and Houston. "We'd like to open stores in 25 major markets throughout the U.S.," says Tim Cling, the company's president and chief executive. "Then we'll go after the smaller markets." What's fueling all this? Continued nationwide demand by business users for computers, coupled with businesses' reluctance to buy the latest model only to see it become outmoded in a year or two. To accommodate its growth, Bit-By-Bit recently launched construction of a 11,800-square-foot headquarters, warehouse and storefront on Chad Drive in Eugene. The space is nearly twice the combined size of the company's three existing Eugene facilities. The company expects to complete the \$650,000 building in March. Now, Bit-By-Bit faces two big challenges: financing its growth and successfully grabbing market share in big cities already served by established rivals. Bit-By-Bit's expansion will push it into competition with several big players that cater to large corporate customers: AT&T

Capital Corp., Electro Rent Corp. and GE Capital Computer Rental Services. "We think we're going to have to compete with them (Bit-By-Bit) and other regionals like them on a head-to-head basis in a lot of cases," says Rick Bernosky, vice president of product management at Electro Rent's headquarters in Van Nuys, Calif. "If they (Bit-By-Bit) were going to try to address the same customer base that we were, I'd think, frankly, we have a lot more resources that they'd probably be at risk." But Cling thinks Bit-By-Bit's service will outshine the rest. "We put a lot of autonomy into the local branches," Cling says. "In large corporations, they just don't do that." Eric Schiff, founder of PremiereLink Communications, a Eugene-based Internet consultant business, says he tried GE's service but prefers Bit-By-Bit. "Because they (GE) are not local, you really don't have the service or the contact that you need." Cling also thinks Bit-By-Bit can hold its own because the company pursues a slightly different clientele. The large national firms tend to focus on Fortune 1000 companies, while Bit-By-Bit serves mostly medium to large businesses. Also, many of the national companies focus on long-term leases, while Bit-By-Bit tries to meet short-term needs for conventions, training and special projects, Cling says. Bit-By-Bit will also have to fend off small, local competitors. The computer rental business is a "highly fragmented industry with a lot of local and regional players," says Matt Desmond, a securities analyst with Red Chip Review in Portland. He predicts healthy gains this year and continued consolidation in the industry. Electro Rent, the California company, launched an acquisition drive two years ago. In September 1994, it bought local competitor Genstar Rental Electronics Inc., of Palo Alto, Calif. In April 1996, it acquired LDI Computer Rentals, a subsidiary of a Cleveland-based company, for about \$3 million. The streak isn't over yet. Last year, Electro Rent racked up \$140 million in rental revenue and kept bank debt below \$20 million, Bernosky says. The company has 22 stores nationwide and operates central warehouses in Boston, Chicago and Los Angeles. "We think we're very well positioned to grow at pretty good rates," he says. "Electro Rent's plan calls for two acquisitions a year of smaller competitors," says Desmond, the analyst. "They seem to prefer to do that than set up shop on their own." Electro Rent has even eyed Bit-By-Bit. "They have called me in the past and said, 'We'd like to acquire you,'" Cling says. "It stunned me. I thought, 'I can't do that. I'd have to go get a real job.'" Cling says he's not interested in selling. "We're in this for the long haul," he says. "We do this because we love what we do." Setting up new stores and adding inventory is costly. Cling expects his existing financing will suffice for the next few years. But then, the company may seek investors by launching an initial public stock offering, he says. Industry experts predict continued demand for computer rentals. Businesspeople are becoming increasingly dependent on computers, whether to check e-mail, surf the Internet, or send reports to the home office via modem. Continued corporate downsizing and hiring of contingent workers benefits the rental business. Also, many companies prefer to keep pace with rapidly evolving technology by renting equipment instead of buying it. Computers that not long ago ranked as state-of-the-art now fill many an office closet, Bernosky said. Percon, which is based in west Eugene, chooses not to invest in trade show equipment because the shows are too infrequent to justify the expense, Daniels says. By renting, "it's just one less thing to deal with," she says. "Anyone who does trade shows knows they have to minimize the hassles." Daniels says she looks forward to Bit-By-Bit's growth because she'll be able to use their services in more cities. The annual barcode scanner products trade show next year will be in Philadelphia, which lacks a Bit-By-Bit store. "Hmmm. I've got to talk about them about that," Daniels says.

provided by Knight-Ridder/Tribune Business News.

INDUSTRY NAMES: Business services
PRODUCT NAMES: Computer rental and leasing (737700)
CONCEPT TERMS: All company; All market information; Capital expenditures;
Industry forecasts; Number outlets
GEOGRAPHIC NAMES: North America (NOAX); United States (USA)

TEXT:

...her equipment from Eugene-based Bit-By-Bit Computer Rentals.
Bit-by-Bit's Chicago **store** delivered the gear on a Saturday, called Daniels' hotel to make sure she had received...

...Bit-by-Bit has grown to 14 locations and 100 employees. And the company, which **rents** everything from portable **notebooks** to complete work stations, isn't easing up. It plans to debut a **store** in Boston on Dec. 1, followed next year by stores in Washington, D.C., Detroit...

...products trade show next year will be in Philadelphia, which lacks a Bit-By-Bit **store**. "Hmm. I've got to talk about them about that," Daniels says.

6/9,K/22 (Item 4 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
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01004644 Supplier Number: 23582426

Retail Digest: Leo's Gallery

(Leo's Gallery opens 1st store in Sea-Tac airport)

Computer Retail Week, v 6, n 140, p 3

July 15, 1996

DOCUMENT TYPE: Journal; News Brief ISSN: 1066-7598 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 77

TEXT:

After two years of planning, Leo's Gallery grand-opened its first **store** in Sea-Tac Airport last Friday. The 2,600-square-foot multimedia **store** carries 500 software titles, 3,000 music titles, video, books on tape, AT&T cellular phones for **rental**, and Canon desktops and **notebooks**. Software publishers featured prominently in the merchandising include Broderbund, Corel, Davidson & Associates, IBM, Microsoft, Peachtree, Sierra On-Line and Wiz Technology.

The store focuses on inter-activity through merchandising that includes music listening posts and software demonstration stations.

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INDUSTRY NAMES: Computer; Retailing non-food; Software
PRODUCT NAMES: Computer and computer software stores (573400)
CONCEPT TERMS: All market information; Number outlets
GEOGRAPHIC NAMES: North America (NOAX); United States (USAX); Pacific Coast States (USPCX); Washington (USWA)

TEXT:

After two years of planning, Leo's Gallery grand-opened its first **store**

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6/9,K/7 (Item 4 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
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06060917 Supplier Number: 53333518 (THIS IS THE FULLTEXT)
V.90 Hits the Road, Sort Of. (difficulties mobile users face with high-speed modems) (Technology Information)

Seymour, Jim
PC Magazine, p93(1)
Jan 5, 1999
ISSN: 0888-8507
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General Trade
Word Count: 1237

TEXT:

I don't travel constantly, though it often seems that way. A week and a half out on a two-week trip, hitting my fourth city--Is this Baltimore? Greenville? DenverSanDiegoMilwaukee? Does it matter?--the joys of life on the road seem pretty dim. From your letters, I gather many of you lead the same kind of peripatetic life. With, of course, a notebook PC in tow.

How else could we possibly keep up? Not just with computing on the road, from Microsoft PowerPoint shows to Excel expense accounts to proposals, reports, and whatever, but with that newly essential lifeline: e-mail. I can go "off the air" for a couple of days, but knowing I'll face that ugly You have 361 messages in your in-box message gets me back online pretty quickly, steely resolve and mental health to the contrary.

Unfortunately, like a lot of you, I am hopelessly spoiled by fast Internet access. I expect to live in the T1 lane everywhere; but on the road, in the world of V.34 modems, I'm back to 20 Kbps to mayyyybe, on a good day, 28 Kbps. (What about V.34's promised 33.6-Kbps connections? Fuggedaboutit: I've yet to see one.)

So I was at the head of the line looking for 56K PC Card (a.k.a. PCMCIA) modems. Since the first units appeared midyear (months before the cross-"standard" V.90 standard was actually approved), I've looked at a slew of 56K PC Card modems. Modems only. Modems plus 10-Mbps Ethernet. Modems plus 10/100-Mbps Ethernet. Card Bus and not. And so on.

I'd like to tell you that all this tedium--and modem testing is not, trust me, one of life's great adventures--was entirely for you, dear readers: a selfless act. Not true. Sure, I wanted to be able to report that I'd found great 56K answers for road warriors everywhere, but what I really wanted was a great 56K answer for myself. I've learned a lot, and I have found one exceptional product. But I have not solved the V.90-On-the-Road problem. And I never will.

But if you're in the market for a new PC Card modem, or maybe for a new notebook with a built-in 56K modem, what I've learned will be helpful.

First, V.90 is not magic, and those legendary 56K connections are as elusive as ever. (Actually, of course, they're limited to 53 Kbps on the receiving side, thanks to an irrelevant government regulation limiting 56K devices to 53 Kbps. Irrelevant? Sure: Just as I've never seen a 33.6-Kbps connection outside a closed-loop test in a lab, I've never seen a 56-Kbps connection, nor even a 53-Kbps link, away from the test bench. Welcome to the real world.)

My experience with 56K modems--both x2 (3Com/U.S. Robotics) and

6/9,K/3 (Item 3 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
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00962088 96-11481

Gone today, here tomorrow?

Benavides, Amy

Security Management v39n1 PP: 14 Jan 1995 ISSN: 0145-9406 JRNL CODE:
SEM

DOC TYPE: Journal article LANGUAGE: English LENGTH: 1 Pages

WORD COUNT: 355

GEOGRAPHIC NAMES: US

DESCRIPTORS: Personal computers; Computer security; Problems

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ABSTRACT: Many PC users mistakenly think that when they delete a sentence, a paragraph, or a file from a disk, it is gone. Computer programmers and designers work towards improvements in objectives such as availability, disaster recovery, and speed, but confidentiality is not a priority. Data can be permanently expunged from a hard drive or disk with the appropriate overwrite or degauss program.

TEXT: Many people who are otherwise quite knowledgeable about PCs think that when they delete a sentence, a paragraph, or a file from a disk or a hard drive the information is gone. It is not. To illustrate the point at a recent computer conference, Jim Fisher, CPP, assistant director of security at the **Center** for Naval Analysis in Alexandria, Virginia, told attendees an anecdote about a **rented laptop**. A man Fisher knew had **rented** a **laptop** and had decided to see if he could recover any information off the hard drive. He succeeded well beyond his expectation, finding classified information regarding a joint government and military exercise--information the previous users thought they had deleted.

"Computer programmers and designers work towards improvements in objectives such as availability, disaster recovery, and speed. Confidentiality is not a priority," noted Fisher, describing the reason for the lack of security and finality when someone deletes information.

Fisher explained that when a file is deleted on an IBM-compatible PC, the code that tells the computer where that file is, called the pointer, is removed. Without the pointer, the computer thinks the file is gone. Norton Utilities software shows a user every piece of data on a disk or hard drive, whether it has a pointer attached or not. If, instead of the pointer, a lower case sigma appears before a file name, then a user has attempted to delete that file.

Macs also present file-deletion problems. Trash files that are emptied are actually retained and can also be retrieved. Fisher said that he has only limited experience dealing with Macs, but Mac users should contact an expert if they want to learn to permanently delete their discarded files.

Users anxious to delete files irretrievably need not despair. Data can be expunged from a hard drive or disk with the appropriate overwrite or degauss program, according to Fisher. There is some disagreement among experts, however, about the effectiveness of degauss programs. Fisher also recommends that users run Norton Utilities, PCTools, MacTools, Read My

Disk! shareware, RESCUE Data Recovery Software, or AccessData Password Recovery to ensure that proprietary information has been completely removed.

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